

Technical Specifications & Exhibits Part C



Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

RFP Title:	Voice Mail System
RFP Number:	<u>06-060 AAB</u>
Buyer:	Amon Billups, amon.billups@metrokc.gov , 206-263-4270

Note: To complete forms/tables for Section 2 - Appendices,
download the [Microsoft Word version](#). Thank you.

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1 SECTION TECHNICAL SPECIFICATIONS

1.1 KING COUNTY BACKGROUND

King County is a multi-purpose government that provides regional services to all residents including people who live in Seattle, surrounding cities and unincorporated areas. It is composed of three major branches: Executive, Judicial and Legislative. The King County Executive is the elected executive officer of county government. The Metropolitan King County Council, the legislative branch of county government, adopts laws, sets policies and holds final approval over the budget.

King County delivers services to an area that consists of 2,200 square miles, ranking 11th in geographical size among Washington State's 39 counties. The county ranks number one in population in the State of Washington and is the financial, economic and industrial center of the Pacific Northwest Region. As of December 31, 2001, the county contained 39 incorporated cities, which accounted for approximately 80 percent of its population. With approximately 1.8 million people, King County also ranks as 12th most populous county in the nation.

Currently King County utilizes a Digital Sound PulsePoint (hereon referred to as PulsePoint) voice mail system supporting approximately 8,200 end users and 27 Nortel voice mail systems, including Call Pilot, Meridian Mail and Norstar Mail, supporting a total of approximately 4,000 end users. **Appendix A** illustrates the PulsePoint voice mail system. **Appendix B** illustrates the Nortel voice mail system. There is no Integration between the different voice mail systems. Information on the NEC PBX network can be found in **Appendix C**.

King County is committed to providing the lowest possible total cost of ownership (TCO) combined with best of breed products while still meeting or exceeding our internal service commitments and business requirements.

To that end, it is the intent of King County to establish a long-term business relationship with a Proposer for the provision of all or some of the following products and services that best fit King County's goals. King County is seeking a Proposer, selected through this RFP, to replace the existing PulsePoint voice mail system with a new voice mail platform for implementation within the county environment. At the writing of this RFP, the selected voice mail system will initially support Centrex and NEC end users.

1.2 PROJECT OVERVIEW

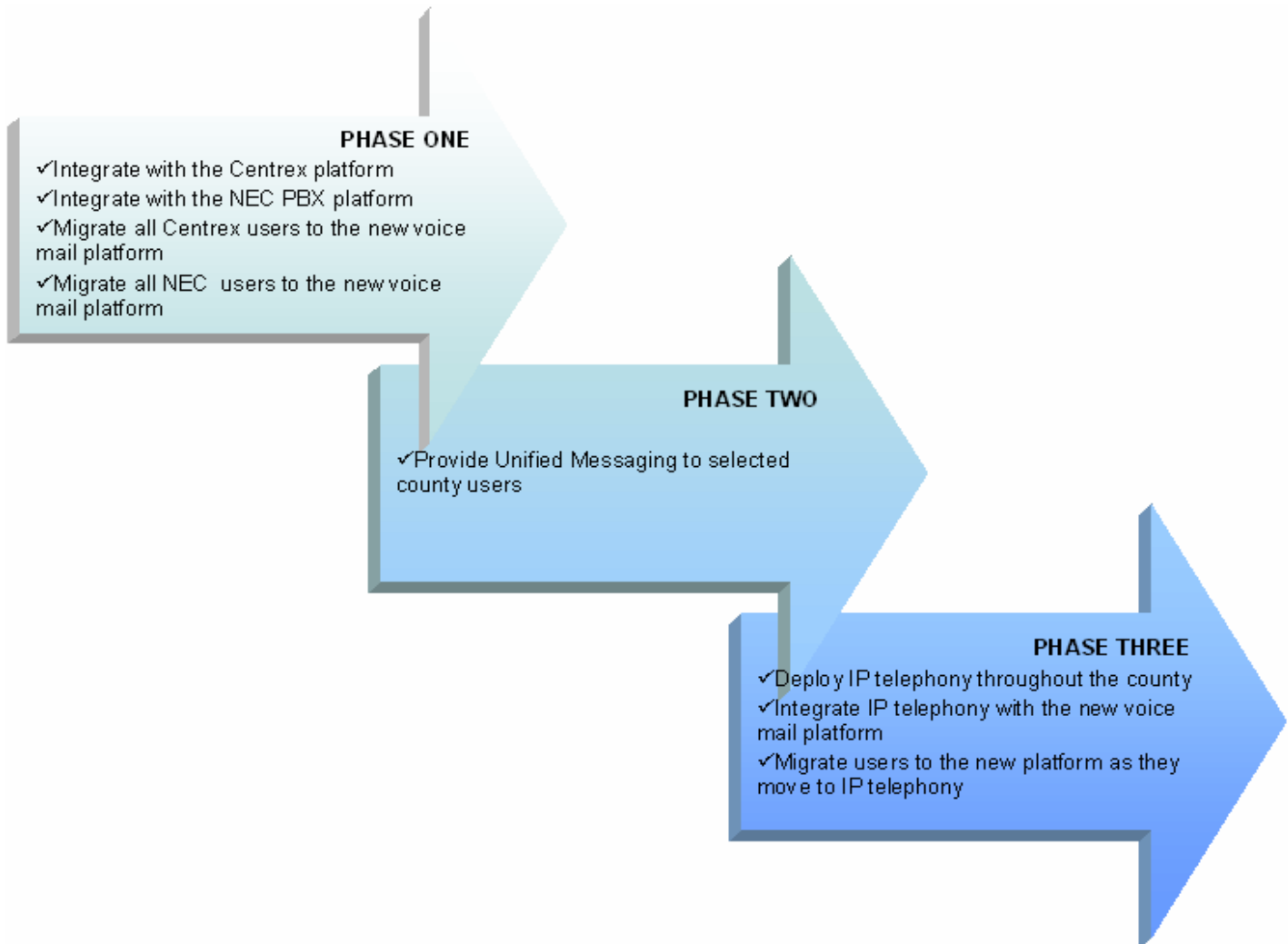
The contractor will be responsible for all tasks related to; planning, acquiring, implementing, providing maintenance support and training for a new voice mail system. This system shall initially be capable of supporting 8,500 end users with room for growth to 14,000 end users. The voice mail system will replace the existing PulsePoint voice mail currently supporting 8,200 end users.

In addition to basic voice mail functionality, the new voice mail platform must be capable of providing Unified Messaging for all Centrex and NEC end users which will be addressed in a future project. The proposed system must have the capacity to support up to 14,000 voice mail and Unified Messaging end users simultaneously for an anticipated Internet Protocol (IP) based telephone system.

The county also wishes to have the ability to purchase incremental voice mail system components beyond the 14,000 maximum end users. This will include incremental pricing for voice mail and Unified Messaging components.

1.3 PROJECT PHASES

The project will be phased as listed below. The PulsePoint system will be replaced in Phase One. The timeline for additional phases two and three has not yet been determined and will not be a part of this initial implementation. However, the functional capabilities to support Phase Two and Phase Three will be addressed in this RFP. Subsequent phases may not occur in the order listed.



- A. Integrate the new platform with the Centrex and the existing NEC PBX network, migrate all Centrex and NEC end users to the new voice mail platform replacing the PulsePoint voice mail system.
- B. Provide Unified Messaging capability to selected county employees.
- C. Integrate IP telephony end users as it is deployed within the county to the new voice mail platform.

1.4 SCOPE OF PRODUCTS AND SERVICES

The contractor shall provide all tasks related to planning, acquiring, implementing and maintaining a new voice mail system. The following table summarizes the products and services that the selected contractor shall provided. Some of these are “required services” (R) and some are “optional services” (O).

PRODUCT OR SERVICES																					
PROJECT MANAGEMENT																					
<p>A. The selected contractor shall provide an experienced King County approved project manager, a project plan and a project timeline. The county retains the right to remove the project manager if not satisfied with his or her performance. (R)</p>																					
<p>B. Project Plan: (R)</p> <p>The contractor's project plan shall include the following:</p> <ol style="list-style-type: none"> 1. An administrative and end user training plan (R) 2. A voice mail system test plan to guarantee integration with the county's voice mail network (R) 3. Removal and disposal of the existing equipment following the successful cutover testing and system acceptance periods (R) 4. A communication plan with the county that includes project status reports, actions assigned, issue resolution logs and ability to schedule meetings as required by the county or contractor (R) 5. A detailed contingency plan should it be necessary to reverse the cutover and return to the existing serving arrangement (R) 6. List potential risks and mitigating factors or actions to include: <ol style="list-style-type: none"> a. A Risk Mitigation Plan (R) b. An Issue Management Plan (R) 7. Identify any reprogramming required on any existing county PBX (R) 8. Identify all reprogramming required on the county's Centrex service provided by Qwest's DMS100 switch (R) 9. Identify all upgrades required to guarantee voice mail system integration with the county's existing voice mail equipment (R) 10. Provide the number of hours required of King County resources, during the implementation, for the groups listed in the table below. If there are groups not identified who would be involved in a cutover to a new voice mail system, list the groups and indicate the hours required. (R) <table border="1"> <thead> <tr> <th>GROUP</th> <th>HOURS</th> </tr> </thead> <tbody> <tr> <td>Clerical – Billing</td> <td></td> </tr> <tr> <td>Clerical – Administrative</td> <td></td> </tr> <tr> <td>Clerical – Financial</td> <td></td> </tr> <tr> <td>Technical – Existing Contractor</td> <td></td> </tr> <tr> <td>Technical – Telecom Staff</td> <td></td> </tr> <tr> <td>Technical –Network Staff</td> <td></td> </tr> <tr> <td>Technical – Applications Development</td> <td></td> </tr> <tr> <td>Technical – CPE Technician</td> <td></td> </tr> <tr> <td>Technical – Billing System Programmer</td> <td></td> </tr> </tbody> </table>		GROUP	HOURS	Clerical – Billing		Clerical – Administrative		Clerical – Financial		Technical – Existing Contractor		Technical – Telecom Staff		Technical –Network Staff		Technical – Applications Development		Technical – CPE Technician		Technical – Billing System Programmer	
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PRODUCT OR SERVICES		
	Building Access – Pre-Cutover Activity	
	Building Access – Agency Telecommunications Coordinators	
	Building Access – Cutover Activity	
	Project Management	
	Administrative Training Time, Per Employee	
	End User Training Time, Per Employee	
	Other	
	Other	
<p>11. A high-level project plan and schedule broken down by phase that outlines: (R)</p> <ul style="list-style-type: none"> ▪ Tasks ▪ Schedules ▪ Dependencies ▪ Resources ▪ Roles & responsibilities ▪ Risks ▪ Deliverables ▪ Budget <p>12. Assumptions: Clearly identify any assumption made pertaining to Scope Assumptions, Project Management Assumptions, and Project Resource Assumptions. Please indicate your expectation of King Contract negotiation and signing included in the timeline County Resource availability. (R)</p> <p>13. An Issues Log (R)</p> <p>14. A risk log (R)</p> <p>15. Weekly status reports (R)</p>		
ENGINEERING AND INSTALLATION		
<p>Provide engineering and installation of the new voice mail platform as described in this document. Relate these specifications to the equipment, materials and services actually provided to assure the most efficient installation. (R)</p>		
<p>Migrate end users from the PulsePoint to the new voice mail system. Tasks include, but are not limited to ensuring:</p> <p>A. New voice mail boxes have been programmed (R)</p> <p>B. New voice mail boxes are fully functional on the new system with all features and capabilities (R)</p> <p>C. New voice mail boxes are fully integrated with the voice systems (R)</p> <p>D. Testing of the new voice mail boxes proving full Integration, functionality and system redundancy (R)</p>		
<p>Provide 24 X 7 voice mail system maintenance (R)</p>		
<p>Post implementation tasks. These tasks begin after the voice mail system operates as designed and intended without generating a trouble ticket or system alarm for 45 days. The 45 day time period begins after the initial installation and cutover. Each trouble ticket or alarm restarts the 45 day period at day one. (R)</p>		

PRODUCT OR SERVICES
<ul style="list-style-type: none"> A. Remove and dispose of the county's existing voice mail system at no additional charge to the county. The county shall be credited if the existing voice mail system is resold. (R) B. Processes and procedures in place for regular support and maintenance C. Lessons learned de-briefing D. Gather feedback from the King County Steering Committee E. Project documentation to include project schedule, meeting notes and action items placed in a binder
VOICE MAIL SYSTEM ADMINISTRATION
<p>A secure, on-site centralized point of administration (Access Terminal) is required to administer the voice mail system. The appropriate voice mail system shall allow the county to manage most of the system's administration functions remotely or on-site, including but not limited to, the following:</p> <ul style="list-style-type: none"> A. Ability to run basic diagnostic checks, backup and restore the voice mail system configuration. (R) B. Ability to access the voice mail system from outside the county's network via Virtual Private Network (VPN). (R) C. Ability to add, change and delete voice mail boxes. (R) D. Provide multiple administrative permission levels. (R) E. Provide reports showing: <ul style="list-style-type: none"> 1. Processor busy levels (R) 2. Message capacity (R) 3. Mail box usage (R) 4. Identification of unused mailboxes (R) 5. List and samples of other available reports (R) F. Prioritize and provide voice mail system alarm notification at the administrative terminal and to designated internal telephones, external cell phones and pagers. (R) G. Please list separately the administrative functions not performed by county staff, but dependent upon the contractor. (R) H. Provide contractor system administration/engineering support not covered in the system administration training post cutover (R)
CUTOVER PLAN OBJECTIVES
<ul style="list-style-type: none"> A. Work with county staff to identify and prioritize critical county agencies. (R) B. By 6 p.m. the day before the next county business day following cutover, 99 percent of all voice mail boxes shall be fully operational. (R) C. Due to life-threatening and public safety issues, some agencies cannot tolerate service interruptions related to voice mail conversion. Therefore, the county requires an implementation plan that shall minimize the time required to convert to a new voice mail platform. (R) D. Cutovers will typically be scheduled outside of core working hours from 6 a.m. to 6 p.m., Monday through Friday. Other cutover times may be negotiated with the county. (R)

PRODUCT OR SERVICES

E. The county shall have the means to abort implementation and revert back to the current system without impact, should it be necessary. (R)

F. Post implementation planning (R)

DEMONSTRATE INTEGRATION

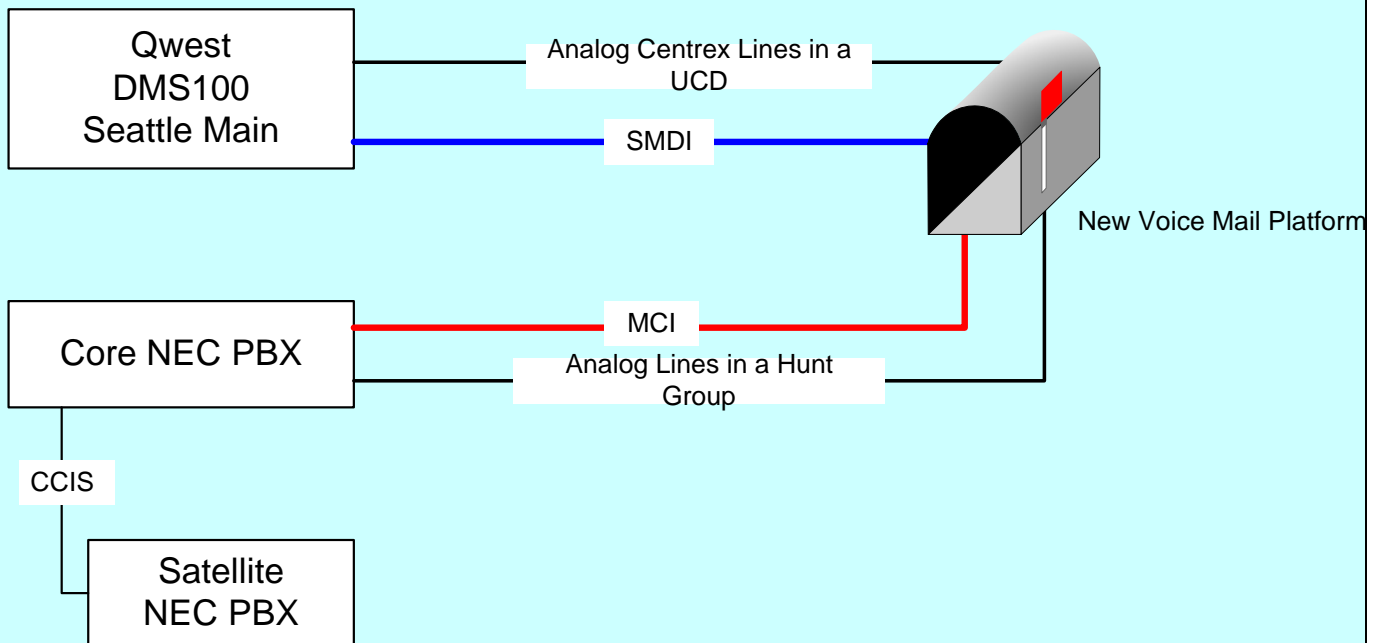
Demonstrate Proof-Of-Integration installation at a county facility. This includes planning and configuration tasks. Proof-Of-Integration shall show voice mail system **Integration with the county's NEC PBX platform and Centrex service** at no additional cost to the county. This demonstration shall be observable by county personnel and confirm that the proposed voice mail system is able to:

- A. Set and release message waiting indication (R)
- B. Play appropriate personal greeting to calling party (R)
- C. Link the subscriber's office telephone with the subscriber's voice mail box. For example, if a subscriber checks voice mail from his or her desk telephone, the system recognizes the caller and prompts for the password, not the voice mail box number. (R)

The platforms the voice mail system shall integrate with are:

- A. Centrex via Nortel Digital Multiplex System 100 (DMS100) Simplified Message Desk Interface (SMDI) link. (R)
- B. NEC Integrated Multimedia Exchange (IMX) 2400 that uses a Message Center Interface (MCI) link to the existing voice mail and Common Channel Interoffice Signaling (CCIS) Integration with the older NEC PBX switches. (R)
- C. IP telephony, manufacturer not yet determined (R)
- D. MS Exchange 2003 for Unified Messaging (R)

CENTREX AND NEC INTEGRATION REQUIREMENTS



PRODUCT OR SERVICES
PLATFORM INSTALLATION AND CUTOVER PREPARATION
<ul style="list-style-type: none"> A. Install equipment at a county facility to be determined by the county. (R) B. Identify affected telephone numbers, with county assistance, for cutover planning. (R) C. Terminate all voice mail system cables and other ancillary equipment cabling requested by the county. (R) D. Cross-connect all cables from the voice platform(s) to the voice mail system. (R) E. Cross-connect all trunks to trunk ports on new voice mail platform. (R) F. Complete all required or planned programming before cutover. (R)
VOICE MAIL SYSTEM IMPLEMENTATION
<p>To assure Continuity-of-Service during the installation and any preparatory work required for the installation, the following items shall be addressed by the contractor:</p> <ul style="list-style-type: none"> A. During the implementation of the new voice mail system, the legacy voice PBX or voice mail systems shall not be taken out of service until they can be safely removed after the successfully completed cutover. There shall be continuity-of-service unless the changes are part of the project and coordinated and scheduled with the county's project management team. The selected contractor shall be responsible for all coordination, costs and materials associated with restoration of services for any damaged systems. (R) B. The contractor shall include in their proposal any costs necessary to protect and/or maintain voice PBX and voice mail systems, which shall remain active unless these items are expressly addressed in RFP response documents. (R) C. The contractor shall be responsible for obtaining all necessary telecommunications installation permits and associated costs, coordination and inspector approval. (R) <p>Nothing in this document shall be construed or understood to authorize or direct the selected contractor to deviate from any telecommunications industry standard, including any applicable federal, state or local safety law, standard, code or requirement.</p>
TRAINING
<p>The contractor shall provide training for system administrators as well as end users. Training shall be completed prior to the new voice mail system cutover. (R)</p> <ul style="list-style-type: none"> A. Training for the county's designated administrators shall be on-site or at the contractor's local training facility. The county expects training for up to five employees/administrators. (R) B. Provide on-site end user training of voice mail functions for an estimated 5,000 employees. (R) C. Provide a videotape of a training session, or a session the county can videotape, for use as web-based end user training or a link to web-based training. (R) D. King County shall own all training material. King County shall have all copyright permissions required to provide ongoing training to county staff and to duplicate all training materials as needed. (R) E. Provide an end user feature Quick Reference Guide (R)
SYSTEM DOCUMENTATION
<p>The contractor shall provide the following documentation related to the new voice mail system:</p> <ul style="list-style-type: none"> A. Written voice mail system hardware/software architectural documentation (R)

PRODUCT OR SERVICES
<p>B. Complete documentation at the time of Proof-Of-Integration installation of network implementation, including but not limited to:</p> <ol style="list-style-type: none"> 1. Line schematic drawing of the voice mail servers, network equipment and connectivity (R) 2. List of all circuit types connected to the voice mail system including circuit and trunk ID (R) 3. Unified Messaging documentation as described in this RFP document (R) 4. IP telephony documentation as described in this RFP document (R) 5. Demonstrated system Integration Plan (R) 6. Copies of documentation related to contractor presentation/demonstration (R) 7. Change Management logs to be approved by county personnel (R) 8. Other materials as requested (O) <p>C. Final and complete documentation of the system configuration at the time of the cutover, including but not limited to 1 through 8 above. (R)</p> <p>D. Final documentation of the system configuration post cutover, following the 45 day testing period without trouble ticket, with a thorough explanation of any changes due to cutover, including but not limited to 1 through 8 above. Each trouble ticket or alarm restarts the 45 day period at day one. (R)</p> <p>E. Complete system documentation, after the 45 day testing period has successfully been completed without a trouble ticket, with explicit Change Management approval, including but not limited to 1 through 8 above. (R)</p> <p>F. Provide complete hard and electronic copy of as built documentation at the time of Proof-Of-Integration installation, at the time of cutover and 45 days after the testing period has successfully been completed without a trouble ticket. (R)</p>
PROJECT DOCUMENTATION
<p>The contractor shall provide the following documentation related to the Voice Mail Replacement Project:</p> <ol style="list-style-type: none"> A. A project management plan (R) B. A project timeline (R) C. The project team's names, phone numbers and e-mail addresses (R) D. An issues log to state the problems, assignments and actions taken (R) E. Change Management plan and logs to be approved by county personnel (R) F. A demonstrated system Integration plan (R) G. A Unified Messaging Integration plan for Microsoft Exchange 2003, with options for more advanced voice mail services (R)

1.5 ACTIVITIES AND AREAS OUT OF SCOPE FOR THIS VOICE MAIL SYSTEM PROJECT

The following areas or activities are out of the scope of this RFP:

- Integration of the Nortel PBX and key system network
- Changes to the county's MS Exchange Server network for Unified Messaging. The county will continue to use Microsoft Exchange.

- Implementation of Unified Messaging
- Implementation of VoIP
- All other items not explicitly called out in this RFP

1.6 DESCRIPTION OF EXISTING KING COUNTY VOICE MAIL NETWORK

The PulsePoint voice mail system supports all NEC and Centrex end users as shown in **Appendix A**. Additional network detail will be provided to the successful bidder.

To assist the contractor with determining and guaranteeing compatibility between the contractor's proposed voice mail platform and the county's existing NEC PBX voice network, **Appendix C** lists the PBX type and software release level.

The information in **Appendix B** detailing the Nortel network is to help contractors better understand the county's current voice mail topology. The county does not plan to integrate the Nortel Private Branch Exchanges (PBXs) with the future voice mail platform. The county owns several Nortel voice mail systems of different types. As shown in **Appendix B**, some sites are stand-alone sites and others are networked together for both telephone and voice mail support. Typically, where a hub and satellite design is used, the hub also provides voice mail support for the hub and satellites.

1.7 DESCRIPTION OF THE EXISTING E-MAIL MESSAGING SYSTEM

Appendix D provides an overview of the county's e-mail system. King County has implemented Microsoft Exchange 2003™ in a Windows 2003 environment. Mailbox size limits are 100 MB per mailbox with the potential to expand up to 200 MB per mailbox. This architectural design does not include any considerations for Unified Messaging.

1.8 DESCRIPTION OF THE EXISTING DATA NETWORK

King County uses Cisco 6500 series switches in the core and distribution layer of the network. The core switches are interconnected with 3 gigabit Ethernet links. Connectivity to the distribution layer is gigabit Ethernet. **Appendix E** provides a very high level overview. Additional network detail will be provided to the successful bidder. All servers associated with voice mail or Unified Messaging will be located in the core or distribution layers of the county's data network.

1.9 ASSUMPTIONS

- A. End users shall continue to have the same telephone number and voice mailbox number.
- B. End users will re-record voice mail greetings and set up their voice mailboxes on the new platform.
- C. There will be no interruption of service during business hours resulting from this project's activities for any county site during the migration. The contractor shall respond to contractor-created outages within two hours of notification.

1.10 UNIFIED MESSAGING

The new voice mail system shall integrate Unified Messaging (UM) with Microsoft Exchange 2003, including options for more advanced voice mail productivity services, such as Fax On-the-Desktop. The UM system shall support voice mail system Integration via the Wide Area Network (WAN) and delivery of messages to end users in multiple remote offices through Outlook 2000, Outlook XP and Outlook 2003 clients.

The county does not plan to implement UM immediately. As noted above, the voice mail system shall support, or be configured to support, UM when the county opts to enable UM functionality.

Provide additional pricing in the pricing sheets found in **Appendix F 1 - 8** and a detailed explanation of how the county can implement UM in the county's existing Exchange environment. UM questions are found in **Appendix G**.

A. PRIVACY

The county desires a UM system with sufficient capacity to support 8,500 employees with potential expansion to 14,000 employees.

Voice mail messages for selected end users opting out of Unified Messaging shall be stored so the messages cannot be accessed in text form, audio only.

1.11 PAYMENT SCHEDULE

The contractor shall submit invoices as indicated, based upon attainment of the milestones defined for this project after each milestone has received written acceptance as described in the contract. The maximum amount the county agrees to pay for the completion of each milestone is indicated in the table below. The county will remit payments based on the percentage of the total value of the contract.

Milestones are listed sequentially. Milestones shall be met sequentially; the county will not pay for deliverables or milestones until all previous milestones have been met, accepted and signed off on by the county.

SEQUENCE	MILESTONE	PERCENTAGE OF TOTAL CONTRACT VALUE
1	Demonstrated Proof-Of-Integration installation, including planning and configuration tasks. Proof-Of-Integration will show voice mail system Integration with the county's NEC PBX platform and Centrex service. <ul style="list-style-type: none"> Complete hard and electronic copy of as built documentation County acceptance and sign off 	5%
2	Documentation received: <ul style="list-style-type: none"> Complete hard and electronic copy of as built documentation at the time of Proof-Of-Integration installation. Two (2) hardcopies of the voice mail system documentation Two (2) hardcopies of the voice mail administrator documentation One (1) end user feature guide in electronic PDF format 8,500 hardcopies of the end user Quick Reference Guide One (1) end user Quick Reference Guide in electronic PDF format King County ownership of all related materials to include copyright permissions for reproduction as needed County acceptance and sign off 	5%
3	Training received as described in section 1.4: <ul style="list-style-type: none"> Administrators End users County acceptance and sign off 	5%

SEQUENCE	MILESTONE	PERCENTAGE OF TOTAL CONTRACT VALUE
4	Initial installation and cutover: <ul style="list-style-type: none"> • New voice mail platform installed and operating • Successful Integration with the Centrex and NEC PBXs • Complete hard and electronic copy of as built documentation • 8,500 user mailboxes migrated from the PulsePoint system • County acceptance and sign off 	25%
5	System Continuity: <ul style="list-style-type: none"> • Voice mail system operates as designed and intended without generating a trouble ticket or system alarm for 45 days. The 45 day time period begins after the initial installation and cutover. Each trouble ticket or alarm restarts the 45 day period at day one. • Complete hard and electronic copy of as built documentation after the 45 day period has successfully been completed without a trouble ticket • County acceptance and sign off 	40%
6	Remove and dispose of the PulsePoint system: <ul style="list-style-type: none"> • County acceptance and sign off 	20%

1.12 BUILDING ACCESS

A. Parking and Building Access

Locating parking at or near county facilities shall be the selected contractor's responsibility. The county will not reimburse the selected contractor for parking fees or parking citations, nor will the county reimburse the selected contractor for the time spent locating parking. Building access will be provided through arrangements approved by the county and the building management of the facility where the work is being done. It shall be the selected contractor's responsibility to assure that access has been arranged prior to routing personnel to a site.

B. Holidays Defined:

The following holidays comprise the county's holiday schedule:

- New Year's Day
- Martin Luther King Jr.'s Birthday
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving and the Day After
- Christmas Day

All network changes/modifications shall be approved in writing in advance and coordinated with the county's project manager.

1.13 REQUIREMENTS AND FEATURES

A. Requirements

Appendix G defines a series of requirements, features and questions to be addressed by the contractor. Please place your answer next to the question [using a different color font](#).

B. Desirable Features and Functionality

Desirable features and system functionality are addressed in **Appendix H**. This appendix will be scored. Please place your answer next to the question [using a different color font](#).

1.14 INITIAL PURCHASE AND INSTALLATION

The county is seeking to purchase the contractor's proposed voice mail system with Unified Messaging capability. We are also interested in obtaining incremental costing elements should we decide to expand the proposed voice mail system beyond the 14,000 end users at a later date. These incremental prices should be listed under the unit pricing column found in **Appendix F-2** unless the contractor states otherwise. If there are exceptions to unit pricing to purchase on an individual unit basis, please reference any exceptions in a separate sheet in the pricing section, **Appendix F 1 - 8**.

1.15 PRICE SHEET INSTRUCTIONS

Please provide pricing using **Appendix F**. The base voice mail system shall support all features discussed in the mandatory features and mandatory information sections. Initially the voice mail system shall be able to provide support for 8,500 end users, integrate with the Centrex and NEC PBXs, allow for growth to 14,000 end users, and be able to be configured to provide Unified Messaging and Integrate with IP telephony in the future.

Note within Appendix F, there are eight (8) sheets as follows:

F-1: Equipment and Installation Summary Price Sheet

F-2: Equipment and Installation Detail Price Sheet

F-3: Maintenance Price Sheet

F-4: Alternate Equipment and Installation Proposal Summary Price Sheet

F-5: Alternate Equipment and Installation Proposal Detail Price Sheet

F-6: Alternate Maintenance Proposal Price Sheet

F-7: Unified Messaging Price Sheet

F-8: IP Telephony Integration Price Sheet

1.16 UNIFIED MESSAGING – FEATURES AND INFORMATION

Some of the questions listed in **Appendix G** refer to Unified Messaging. Provide responses to the questions in the appendix to assist the county in understanding your product offering. Please place your answer next to the question [using a different color font](#).

1.17 IP TELEPHONY

The county may purchase an IP telephony (IPT) system in the future. The manufacturer has not yet been identified. Please indicate in **Appendix G, Requirements and Information**, with which IPT systems your proposed system has successfully integrated and state for each system how Integration is accomplished.

1.18 DEFINITIONS

Definitions pertaining to RFP Part C can be found in **Appendix M**.

1.19 APPENDICES

There are a total of 21 appendices, all in electronic format, and they shall be posted to at the King County Procurement Web Site at <http://www.metrokc.gov/procurement/> . You may also receive them by contacting the buyer listed on page 1 of this RFP. These documents are in Microsoft™ Word, Visio or Excel format.

1.20 APPENDIX LIST

Appendix A: (Visio Drawing) PulsePoint Voice Mail System Environment Supporting Centrex and NEC Users.

Appendix B: (Visio Drawing) Meridian Mail/Call Pilot Voice Mail Environment

Appendix C: NEC PBX Information

Appendix D: (Visio Drawing) King County Exchange Topology

Appendix E: (Visio Drawing) King County Data Network Overview

Appendix F-1: Equipment and Installation Summary Price Sheet

Appendix F-2: Equipment and Installation Detail Price Sheet

Appendix F-3: Maintenance Price Sheet

Appendix F-4: Alternate Equipment and Installation Proposal Summary Price Sheet

Appendix F-5: Alternate Equipment and Installation Proposal Detail Price Sheet

Appendix F-6: Alternate Maintenance Proposal Price Sheet

Appendix F-7: Unified Messaging Price Sheet

Appendix F- 8: IP Telephony Integration Price Sheet

Appendix G: Requirements and Information

Appendix H: Desirable Features

Appendix I: Company Profile

Appendix J: Company References

Appendix K: Preventative Maintenance Log

Appendix L: (Visio Drawing) Quick Reference Guide for Existing PulsePoint Voice Mail System

Appendix M: Definitions of Terms

Appendix N: Submission Packet Check List

1.21 PROPOSER RESPONSES

Throughout the RFP are four types of requests for capabilities. Detailed and complete answers are expected in all circumstances.

- A. County Requirement:** This is a requirement of high importance to the county. Proposers shall document their capabilities for meeting these. Proposers may be disqualified, at the sole discretion of the county, for failure to meet the requirement.
- B. Highly Desirable:** These items, while not COUNTY REQUIREMENTS, represent areas of extreme interest to King County. Proposers will not be disqualified for failing to respond, but lack of a response will have a definite impact on the scoring of the proposal.
- C. Desirable:** These items represent capabilities the county would like to have. Proposers will not be disqualified for failing to respond, but lack of a response could have an impact on the overall score.
- D. Response Required:** Proposers shall provide a response. Proposers may be disqualified, at the sole discretion of the county, for failure to provide a response.

1.22 COMPLIANCE WITH CONTRACT TERMS AND CONDITIONS

Time is of the essence for this RFP. As such, the county encourages as few changes as possible to the attached standard contract terms and conditions presented as Part B of this RFP. Please clearly identify all exceptions you wish to take with the language. The county will review these exceptions and score them accordingly. If, for any reason, the county is unable to successfully negotiate a contract with the highest scoring contractor, the county may negotiate with the next highest scoring contractor who best meets the desired qualifications.

The county is providing the contract terms and conditions and requesting the contractor's legal team review and comment. This is being requested to avoid lengthy contract negotiations and to determine the level of effort required to reach agreeable terms with any Proposer.

1.23 PROPOSER REQUIREMENTS

A. Company Profile And Financial Information (Response Required)

The Proposer shall submit a company profile and financial information using **Appendix I** which includes the following:

1. Company's full name
2. Location of the Company's headquarters
3. Length of time the company has been in the computer hardware and software business
4. Company founders and whether they are still with the company
5. Whether the company is publicly or privately held
6. Description of your target market and reasons for this strategy
7. Location of company offices and service centers that would be pertinent to your proposal, including numbers and types of staff at these locations
8. Number of units, of the manufacturer's equipment bid, per month sold
9. Organization chart of your company

10. Indicate why the Proposer considers itself to be the “right” Proposer and what key strengths it will bring to King County
11. Provide proof of financial stability (see Part A Section 2.4 B.3)

B. References (Response Required)

Using the form provided in **Appendix J** the Proposer shall provide the names of at least three (3) current customers with whom they have entered into a similar agreement as is being requested in this RFP, with two (2) of these with voicemail system migration/replacement similar to those proposed in Proposer’s response to this RFP. The Proposer shall submit proof of success in undertaking Contracts on a scale similar to King County, providing the number of voice mail systems deployed over a four year period and the number and nature of locations covered by the contract. Of the three client references, at least two (2) shall be from the public sector, preferably with citizen populations over 1,000,000 in which the client has purchased consulting, hardware and software for the implementation of voicemail system migration/replacement in the past two years. Such proof shall consist of:

1. A description of the Contract
2. The start and end date for the Contract
3. The value of the Contract
4. The contact name, address, and telephone number of the customer

C. Support And Service References (Response Required)

Please provide a list of up to 10 but no less than five (5) clients who have previously utilized the support services, similar to those requested in this RFP, in the last 3 years. Respondents shall provide a contact name and title, phone number, address, a brief description of the services provided, and a brief summary of cost, applications and hardware included. **(Appendix J)**

The reference should be for sites of similar complexity and diversity as King County. Such proof shall consist of:

1. A description of the service
2. The start and end date for the Contract
3. The value of the Contract
4. A contact name, address, and telephone number of the customer

The Proposer may use the same reference in any of the equipment, services and consulting sections provided the site meets the criteria defined in this RFP.

King County may contact and consider references in addition to those supplied by the Proposer.

King County may also need to visit customer site references that are using the proposed equipment and management capabilities. Any expenses required for King County staff to visit site references will be at King County’s expense.

D. Account Manager (County Requirement)

The successful bidder shall provide the county with a toll-free telephone number and shall name a single, dedicated account representative to provide a communication channel between the Proposer and King County. The account representative shall be responsible for coordinating all aspects associated with the Contract and those services shall be provided at no additional cost to the county. The Account Manager shall be responsible to work with county staff to resolve issues and prepare/report performance evaluation statistics on a monthly basis.

The Proposer shall provide the name, location and telephone number of that Account Manager identified to work with King County.

1.24 VOICE MAIL REPLACEMENT SYSTEM DESCRIPTION

The successful Proposer shall configure the voice mail system, working with the centralized Information and Telecommunications Services (ITS) and agency staffs, to plan the voice mail system, design the implementation architecture and configurations, and install the technology to prove its effectiveness within the King County environment. The successful Proposer shall provide leadership in the training, evaluation and deployment planning phases of the voice mail system.

A. Voice Mail System Replacement Objectives

1. To develop a new voice mail system and platform and provide on-site training with selected Proposer(s) and up to 5,000 King County voice mail users. (County Requirement)
2. To identify opportunities for hardware, software, and operational cost savings while verifying that users are able to complete their normal daily voice mail related tasks with greater ease and efficiency with the new voice mail system as they are with the existing voice mail system. (County Requirement)
3. To install and test the new voice mail system at a county site to be decided by the county. (County Requirement)
4. To promote efficiency by allowing the county to reduce the costs associated with the new voice mail system, reducing the workload for voice mail hardware and software support. (County Requirement)

B. Voice Mail System Scope

The contractor shall complete all tasks related to planning, acquiring, implementing and maintaining a new voice mail system initially capable of supporting 8,500 end users, with room for growth to 14,000 end users. The voice mail system shall replace the existing PulsePoint voice mail system currently supporting 8,200 end users.

1. In addition to basic voice mail functionality, the new voice mail platform shall support Unified Messaging for all end users which will be addressed in a future project. The proposed system shall include adequate capacity to support up to 14,000 voice mail and Unified Messaging end users simultaneously.
2. The county reserves the option to purchase incremental voice mail system components beyond the 14,000 maximum end users, with incremental pricing for voice mail and Unified Messaging components. See **Appendix F**. (County Requirement)

C. Voice Mail System Deliverables (County Requirement)

During the course of the voice mail system installation and working with King County, the Contractor shall provide the following documents:

1. Test Plan and specific Test Cases for use in the Acceptance process
2. Operations Support Plan, including security, backup and recovery strategy
3. Training Plan, Training Material and Training Sessions for all voice mail system end users
4. Voice Mail System Implementation Plan for each deployment phase
5. Voice Mail System Installation Plan in operating/production environment, training and testing
6. Voice Mail Evaluation Report based on performance metrics including lessons learned; recommendations for further deployment, architecture, roll-out strategy and training

7. Recommended voice mail user Standards
8. Model Business Case for future deployments including sources of cost savings and dependencies to achieve these savings
9. Voice mail system Deployment Guide including readiness assessment, resource requirements and installation and support processes
10. Maintenance and Support Guide
11. Migration Guide
12. Contingency Plan for possible fall-back to existing system
13. Risk Mitigation Plan
14. Issues Management Plan

Proposers shall provide sample documents or detailed outlines for deliverables and identify any discrepancies from the expectations outlined and any additional features of their documents. These documents shall be delivered electronically and may be requested in a specific format to be defined by King County, for example Microsoft EXCEL or WORD formats.

D. Statement Of Work (County Requirement)

Proposers shall provide a Statement of Work to achieve the objectives and deliverables of the voice mail system replacement project described above.

Proposers shall include tasks and activities, schedule, performance metrics, Acceptance Criteria, personnel to be provided by King County and by the Proposer, equipment to be provided by King County and by the Proposer and any associated costs to King County. Upon agreement by King County the Statement of Work will serve as the definition of the voice mail system project.

Proposers shall provide names and resumes, specifically identifying experience with voice mail system implementations, for all Proposer provided personnel and identify the roles that each will have during the voice mail system replacement. The successful Proposer shall notify King County in advance of any changes to proposed personnel for approval by King County.

E. Performance Validation (County Requirement)

The Proposer shall ensure that the proposed voice mail system installation meets performance expectations and shall provide monitoring and assessment of the proper functioning of the new voice mail system.

The Proposer shall describe how they propose to meet this requirement and detail any costs associated with this service.

1.25 VOICE MAIL SYSTEM TECHNOLOGY SPECIFICATIONS

King County desires to minimize its risk, to ensure a high level of manageability built into a complete solution and enable King County to deploy a standardized, consistent product that remains viable for the long term.

A. Contractor Suitability Methodology (Highly Desirable)

The successful Proposer shall be able to demonstrate a track record as a major provider of voice mail system implementations based on clients of similar size and complexity over the past 3 years.

B. Manufacturer Selection (County Requirement)

Proposers shall propose voice mail system equipment and software systems produced by a manufacturer recognized as a leading manufacturer and supplier of voice mail equipment and technology. This determination will be made at the sole discretion of the county.

C. Industry Standards And Features For Voice Mail Management (Highly Desirable)

1. The County desires to maintain consistency with its standards for voice mail management. The Proposer shall indicate whether their proposal follows the telephony standards and best practices. The Proposer should indicate any deviation from these standards and explain their deviation.

D. Industry Certification (County Requirement)

The Proposer shall ensure that the equipment manufacturer has certified all voice mail system equipment acquired under this Contract using current industry accepted practices designed to result in consistent performance and low failure rates. Proposer shall detail the practice.

E. Voice Mail System Longevity (County Requirement)

The Proposer shall describe their strategy and customer notice practices with regards to model and software changes and longevity. The Proposer shall describe how this will be accomplished and detail any associated costs.

F. Compatibility With Current King County Environment (County Requirement)

It is the desire of King County to leverage existing technology resources – including knowledge, infrastructure and equipment to the extent possible.

The Proposer shall describe aspects of the proposed voice mail system that promote this goal and any additional features or methods that would be available for King County to achieve this goal and detail any associated costs.

G. Acceptance Testing (County Requirement)

Proposers shall provide a Test Plan and specific Test Cases for use in the Acceptance process. The Test Plan should include steps to validate the overall operation of the new system, as well as steps to verify the correct operation of system features, and of the Business Requirements and/or Technical Requirements this system is intended to address.

The County will ensure that the proposed voice mail system installation meets performance expectations prior to acceptance. The Proposer shall provide any monitoring tools needed to perform system monitoring during the testing period.

The Proposer shall describe how they propose to meet this requirement and detail any costs associated with this service.

1.26 VOICE MAIL SYSTEM LIFECYCLE PROCESSES (COUNTY REQUIREMENT)

A. Asset Equipment Labels

The Contractor shall produce and attach to the hardware a highly visible label in typed English containing at least:

1. Serial Number
2. King County Asset Number (provided by the county)
3. Owner of the equipment: "King County"

4. Warranty expiration
5. Contact number for service

B. Delivery

The Contractor shall deliver the Goods to the customer's specified location. This location will be provided by the county.

The Contractor shall deliver Goods FOB destination to the county delivery site.

Proposers shall describe the process by which the requirements of this section will be achieved.

Proposers shall describe how they propose to receive and process orders.

C. Order Confirmation And Delivery Date

Once the Proposer is aware of the delivery date, they shall provide it to the King County project manager within 10 working days from date of order.

It is the county's preference to have this confirmation e-mailed to the King County project manager, within one business day of the order being sent to the Proposer. The confirmation should include the Purchase Order number and delivery date.

The Proposer shall describe how they will accomplish this requirement.

D. Price List

1. All pricing information shall be quoted in US Dollars.
2. Provide complete pricing information in **Appendix F**.

E. Order Changes

Any changes to an order prior to delivery by the Contractor, including delivery time frame and/or instructions, are only to be made with authorization from the person who placed the order. The order will be re-sent with the changes to the Contractor. All change requests shall be made in writing.

The Contractor shall only accept order changes through this mechanism.

F. Returns Acquire And Build Hardware

Contractor acquires or builds (assembles) the requested hardware configuration(s).

All costs must be included in the equipment, software license and maintenance proposals.

G. Anti-Virus Software

The Contractor shall provide anti-virus software comparable to McAfee, the county's standard.

H. Installation

The Contractor's and county staff who provide telephony support to county end users shall work together to ensure that the installation of the new equipment is performed in a timely fashion.

The Proposer shall recommend a process by which the requirements of this section will be achieved and detail any costs to the county for the provision of this service.

I. Voice Mail System Disaster Recovery

The county requires the ability to restore the existing voice mail system in the event of a failure of the new voice mail system. This includes but is not limited to events such as the failure of a system, software, and hard disk failure or system theft.

The Proposer shall describe the types of failures that can be recovered rapidly and the types of failures that cannot be recovered rapidly. The Proposer shall also describe how the rapid recovery would be completed and how long each type of failure would take to recover. The Proposers shall describe the level of restoration, either full or partial. If the recovery is partial, the description should include data and voice greetings/messages that would be lost. The Proposer shall include any tools and licenses and detail all costs to the county associated with the implementation of this functionality.

1.27 SERVICE, WARRANTY, MAINTENANCE AND POST INSTALLATION SUPPORT

A. Support Requirements

The county requires the following voice mail system support level commencing upon system acceptance:

1. System-wide or substantial degradation of service: On-site support in 2 (two) hours or less, 24 hours per day, 7 days per week from the time reported by the county. Substantial degradation of service is defined as 500 mailboxes out of service, or critical end users or applications out of service. The final determination of what will be considered a substantial degradation of service will be at the county's discretion.
2. Any instance when the ability to serve the public or protect employee safety is severely affected. The final determination of what will be considered an emergency call out will be at the county's discretion.
3. Partial degradation of service or partial outage: On-site support in four (4) hours or less, 24 hours per day, 7 days per week from the time reported by the county.
4. Minor outage: Remote response within four (4) hours and on-site response within six (6) hours or by the next business day. County holidays are defined in section 1.13 B.

B. Maintenance and Warranty Support Requirements

The following items shall, at a minimum be included in the maintenance and warranty agreement:

1. All voice mail system software shall be kept current to the most recent software release, including administrative terminal software.
2. All hardware components shall be kept to the current hardware release levels.
3. Patches will be applied as soon as the county is able to schedule the system. The contractor shall inform the county of the availability of software patches within 48 hours of their release.
4. Equipment maintenance or software updates shall not degrade the voice mail system, cause a breach of any other warranty or require the county to purchase new or additional hardware or software for continued operation of the voice mail system.
5. The services shall be performed in a timely and professional manner by qualified maintenance technicians familiar with the software and its operation. The services shall conform to the standards generally observed in the industry for similar services.
6. Monthly backups on tapes or disks for the county
7. Quarterly preventative maintenance check-up logs maintained as described in **Appendix K**.

8. A cap on out-years' maintenance costs of five (5) percent per year.

C. Dispatching a Technician

When a technician is dispatched, the county requires that the technician shall be on-site, with appropriate test equipment, spare parts, and other resources as required; working to resolve the county's service issue within the time durations specified in 1.27 – A.

D. Trouble Report Closure Call

Regardless of the failure type, the contractor shall communicate with the originator of the trouble report and convey the information requested below:

1. The nature of the problem
2. When the problem was resolved
3. How the problem was resolved
4. The trouble report closure call shall occur within four (4) business hours after the issue has been resolved.

E. Alternate Maintenance Proposal

Contractors may propose an alternate maintenance plan if desired. Include pricing for the alternate maintenance proposal in **Appendix F-6, Alternate Maintenance Proposal**. Please follow the same format as **Appendix F-3, Maintenance Price Sheet**.

F. Equipment Warranty (County Requirement)

The Proposer shall describe their warranty such that all equipment and components comprising thereof, acquired under the Contract shall have, at least, manufacturer warranty, and in some cases be supplemented by Contractor extensions. Warranty shall include, at a minimum:

1. On-site repair or replacement, in accordance with the service expectations as specified
2. Replacements shall be at least functionally equivalent and subject to all other terms in this agreement
3. Work to be carried out free of charge
4. Work to be carried out with the least amount of disruption to the customer

The Proposer shall provide details of all warranties offered by the equipment manufacturer(s), sub-Contractors and the Proposer. Warranties for equipment acquired under this Contract shall be described, including determination of warranty start date, manufacturer's problem reporting and resolution processes, and a description of any impacts to the county. Copies of all relevant documentation should be included.

G. On-site Warranty Work Responsibility (County Requirement)

The Proposer shall ensure that all onsite warranty work for equipment acquired by King County through the Contract is provided by the equipment manufacturer or by OEM certified/approved technicians.

The Contractor shall provide a means of on-site warranty for all other equipment acquired by King County through this agreement.

The Proposer shall describe the process that they will use to accomplish this.

H. Pre-failure Warranty (County Requirement)

Upon a warning, alert or alarm of an impending failure received from the hardware acquired under this Contract, the Contractor shall replace the warranted components free of charge.

The Proposer shall describe the process that they will use to accomplish this.

I. Replacement Parts Inventory Coverage (County Requirement)

The Contractor shall maintain a readily accessible inventory of replacement parts adequate to ensure compliance with Service Expectations. Costs of this inventory shall be borne by the Contractor. The Contractor shall only install original equipment manufacturer parts unless otherwise authorized by King County.

The Proposer shall describe their inventory practices and logistics capabilities.

J. Other Value Added Products Or Services (Highly Desirable)

Proposers are invited to describe any other value-added products or services which would be included with their proposal at no additional cost to King County. Proposers shall assign a monetary value, if possible, to these additional components and describe how the value was derived.

K. Training (County Requirement)

The Proposer shall describe all training for King County staff required to implement and support the products and service implementation processes, over their lifetime as specified for the implementation of this Contract. The Proposer shall describe the training with respect to the following; content, format, schedule, location, facilities, and certification of courses, materials and instructors. If the training is to be provided by a third party, additionally identify this company and its location(s). The Proposer shall detail any cost associated to King County for provision of these services.

L. Equipment For Testing, Evaluation And Certification (Desirable)

King County requires equipment for testing, evaluation, and certification on an as-needed basis. The Contractor shall work with King County staff to facilitate the delivery of all brands and types of equipment as listed in all Appendices of this RFP document, for the purposes of testing, evaluation and certification.

The Proposer shall recommend a process by which this will be achieved and shall detail any costs associated to King County for the provision of these services.

M. Product Defect And Recall Notification (Desirable)

The Proposer shall describe how King County will be notified of product defects and recalls.

N. Quality (County Requirement)

The Contractor shall have an end-to-end view of quality, including product development, manufacturing and delivery to King County. The Contractor shall have extensive experience in testing and using the products supplied under the Contract in a customer environment.

The Proposer shall describe how they will provide end-to-end quality to King County.

All components added to or replaced in systems shall not adversely affect the service expectations warranty or the system's longevity. The Proposer shall describe their policies and practices with regards to replacement and added parts.

1.28 FOLLOW-ON EQUIPMENT, PARTS AND ACCESSORIES (COUNTY REQUIREMENT)

Proposers shall provide a catalogue and price list of software, equipment, parts, accessories, labor and installation rates which may be used for future purchases. Include any discounts off manufacturers suggested retail pricing. Proposers shall detail the method of arriving at Contract pricing for current Contract items and new equipment releases.

1.29 RESPONSE FORMAT

A. Introduction

In order to facilitate the analysis of responses to this RFP, respondents are required to prepare their proposals in accordance with the instructions outlined in this section. Each respondent is required to submit the proposal in a sealed package. Respondents whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the county. Further-more, the county will not accept partial responses to this RFP. Responses shall be for the complete set of products and services encompassed in this RFP.

B. Response Size

Respondents are encouraged to submit clear, concise, and complete responses to the RFP. Responses of excessive length are discouraged. Respondents are cautioned against submitting excessive and extraneous materials not directly responsive to the issues raised in the RFP. All parts, pages, figures, and tables should be numbered and clearly labeled. The submittal shall comply with the following format requirements:

1. Resumes shall not exceed a maximum of two (2) pages. Resumes that exceed the page limit may be removed, in total, from the submittal package and not be reviewed or considered during the evaluation.
2. A "page" shall be defined as one single-sided piece of paper. Tabs used to subdivide and organize the Submittal shall not be considered a page provided the tab has no text in the body of the page and any text on the tab must be limited to the tab portion of the page.
3. Proposal shall be submitted on 8 ½" by 11" paper only, with the exception of identified charts and tables.
4. Charts and Tables may be on 8 1/2 "by 11" paper or by 11" by 17" paper (fold-out format).
5. If additional attachments are necessary, include as Attachments to the end of the proposal

C. Response Format

Responses to the RFP shall be in hard copy and electronic formats (CD in Microsoft Word 2000 or Excel 2000 or later versions). The county requires one (1) original (unbound), ten (10) bound hard copies and an electronic submission via CD in sealed boxes marked with the Proposal Number and Proposal Close Date. In lieu of a CD, Proposers may submit to the Buyer, with within twenty four (24) hours after proposals have been opened, an e-mail of a zipped copy of the proposal. The (1) original submission shall be marked "Original" and sealed in an envelope within the sealed box. **The responses shall follow the format defined below. Proposals that do not conform to this format may be subject to disqualification.**

Additional information such as brochures and data sheets shall be separate from the response sections. The county does not consider the submission of brochures and/or other marketing material as a substitute for written responses to the response worksheets.

All questions shall be answered in the referenced appendices. If no appendices are referenced then use the following format:

Section	Topic (See Part C, Section 1 of RFP for complete detail)	Weight	Requirement for Proposer Response	Response (reference attachments as needed)
<i>Exact Paragraph Location</i>	<i>Requirement/ Specification summary</i>	<i>County Requirement, Highly Desirable, Desirable, Response Required</i>	<i>Indication of response requested</i>	<i>To be provided by Proposer</i>

D. Order Of Attachments In Submission

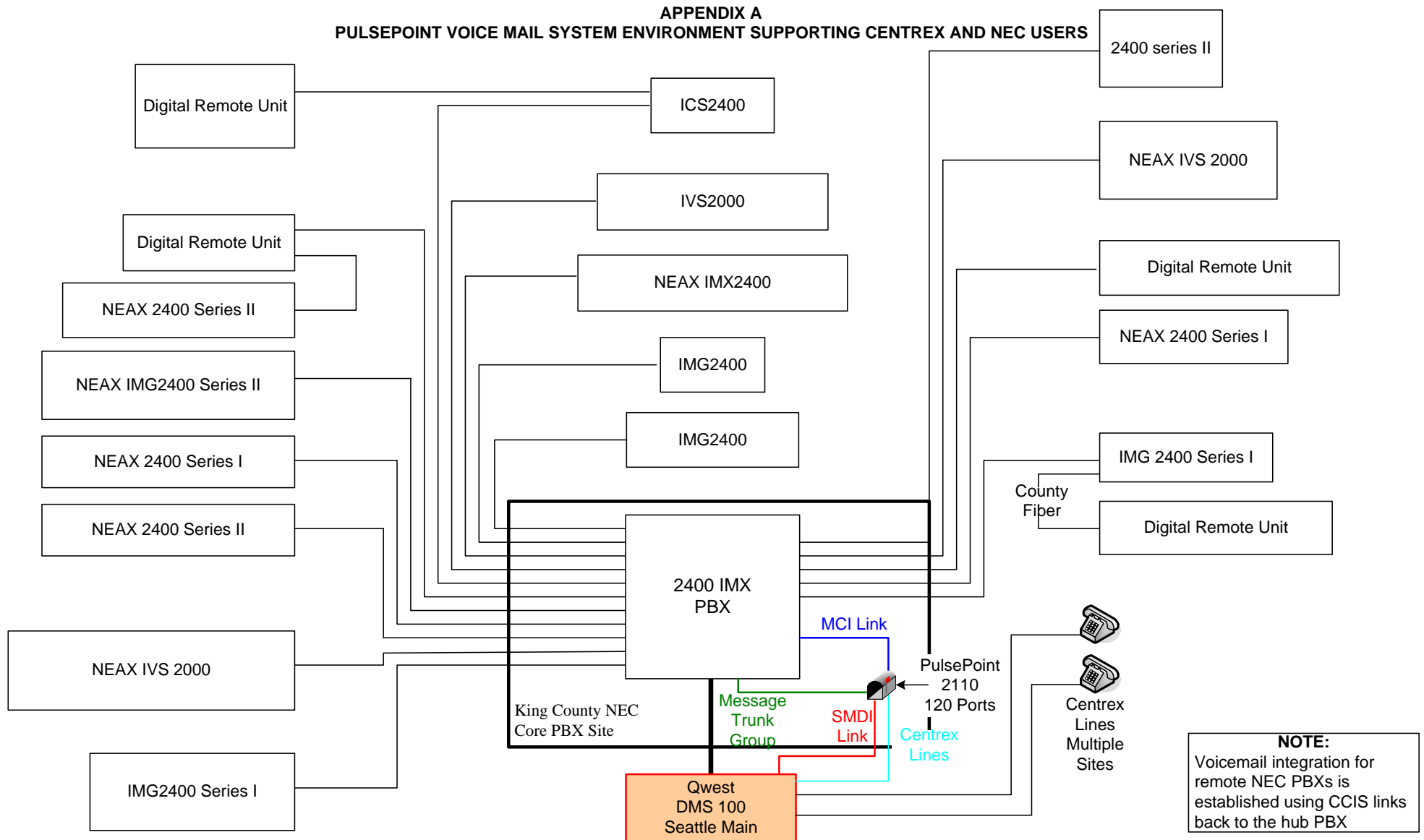
The table below indicates the required format for proposal responses. The right column provides the location within this RFP where the necessary information and instructions can be found in order to respond to the given section.

The proposal responses should be organized as follows:

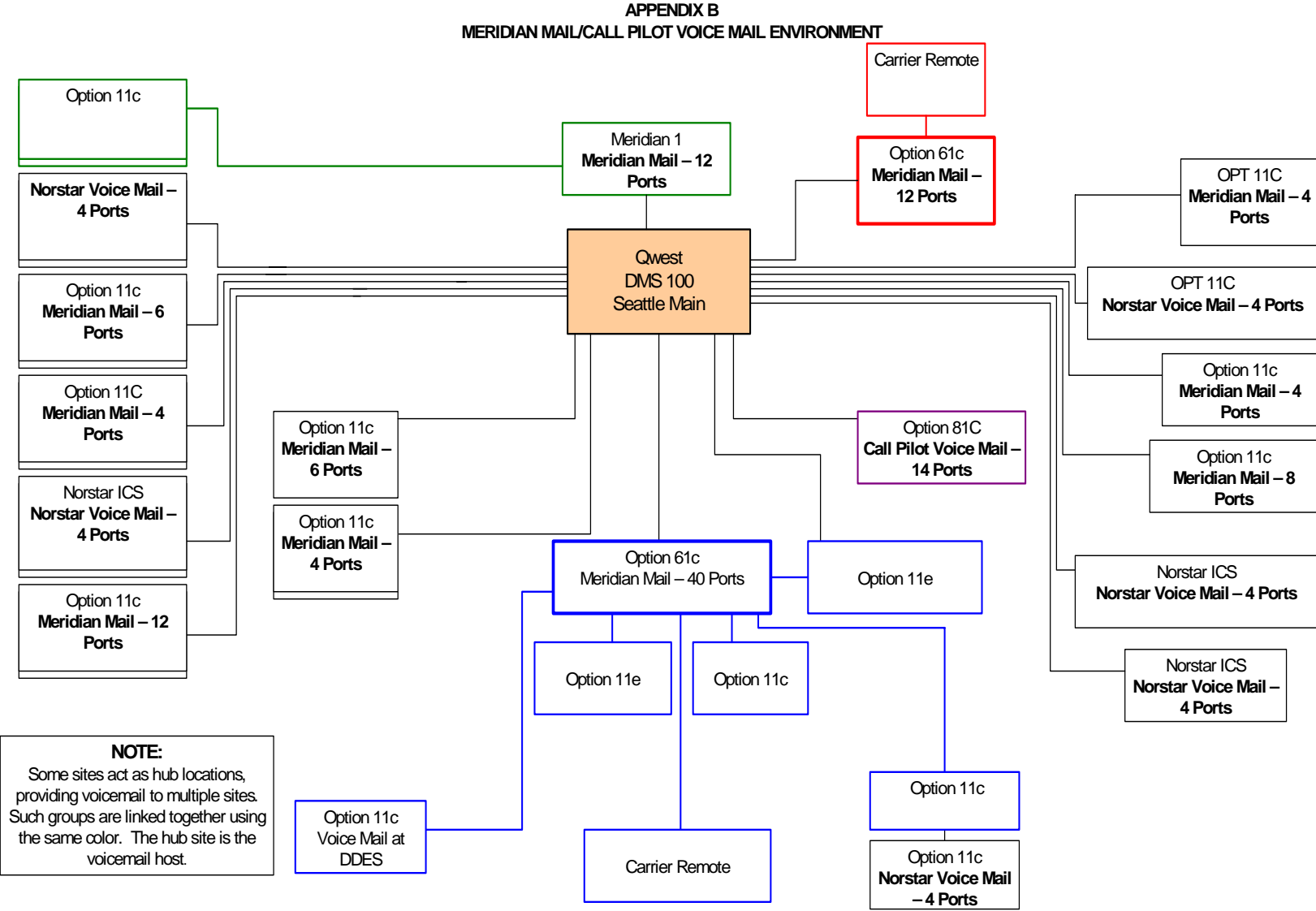
PROPOSAL RESPONSE OVERVIEWS	RESPONSE FORMAT
1. RFP and Addendum/Addenda Cover Page(s)	Standard Business Format
2. Executive Summary	Standard Business Format
3. Address each item in Part C, Section 1, not otherwise included in the appendices	Response Format, Section 1.32-C
4. Price Sheets (Include Under Separate, Sealed Cover)	Appendix F 1-8
5. Requirements and Information	Appendix G: Requirements and Information, Compliance Checklist and Question Responses
6. Desirable Features	Appendix H: Desirable Features, Feature and Cost Checklist
7. Company Profile	Appendix I: Company Profile, Question Responses
8. Company References Worksheets (refer to RFP Section 1.26 B)	Appendix J. Company References
9. Alternate Proposal: Include as Attachment B (Refer to RFP Section 2.9 Appendix F-4)	Standard Business Format and Appendix F-4: Alternate Equipment and Installation Proposal Price Sheet
10. Alternate Maintenance Proposal: Include as Attachment B (Refer to RFP Section 2.11 Appendix F-6)	Standard Business Format and Appendix F-6: Alternate Maintenance Proposal Price Sheet
11. Submission Packet Checklist	Appendix N: Submission Packet Check List

2 SECTION APPENDICES

2.1 APPENDIX A: PULSEPOINT VOICE MAIL SYSTEM SUPPORTING CENTREX AND NEC USERS



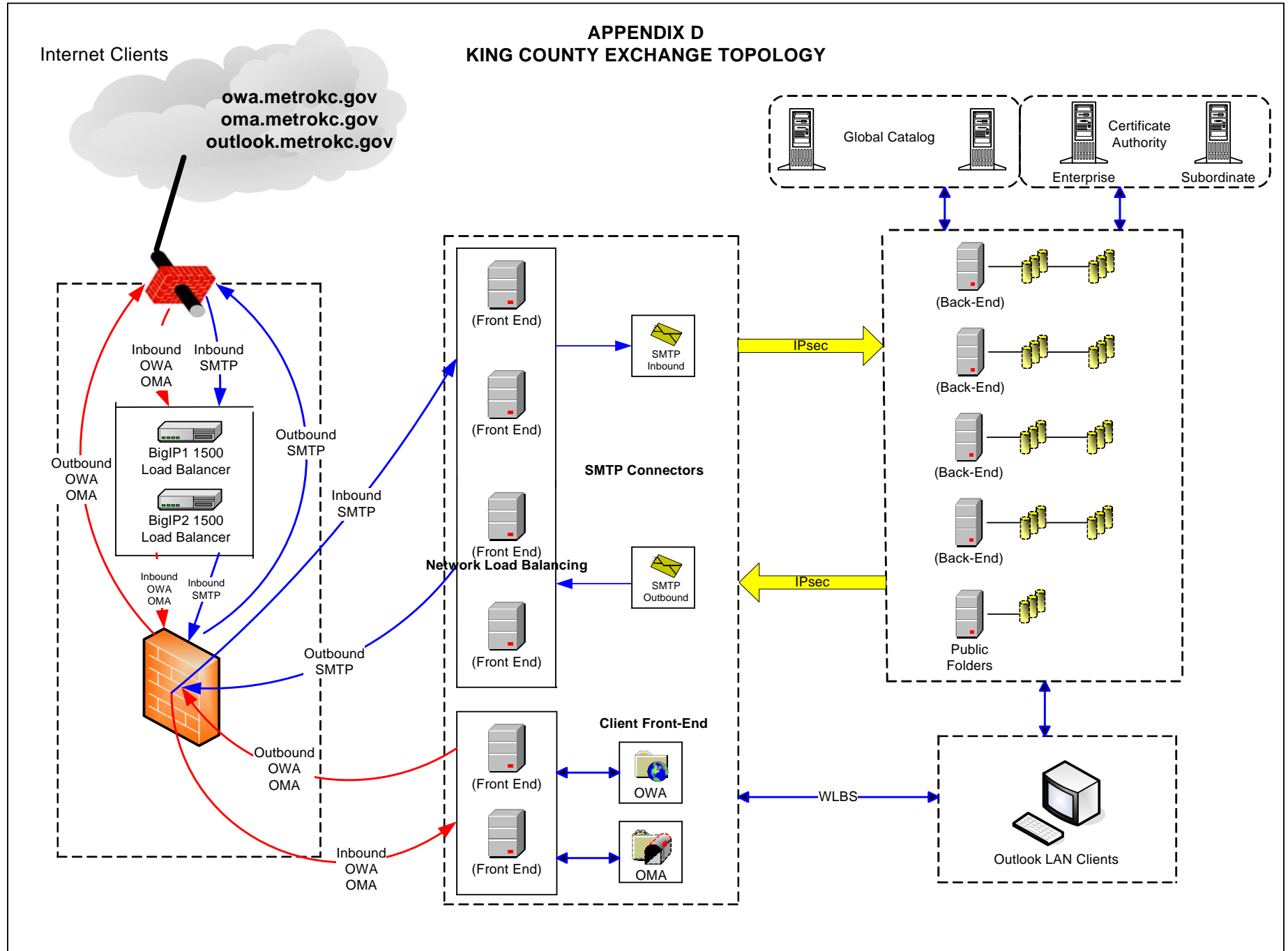
2.2 APPENDIX B: MERIDIAN MAIL/CALL PILOT VOICE MAIL ENVIRONMENT



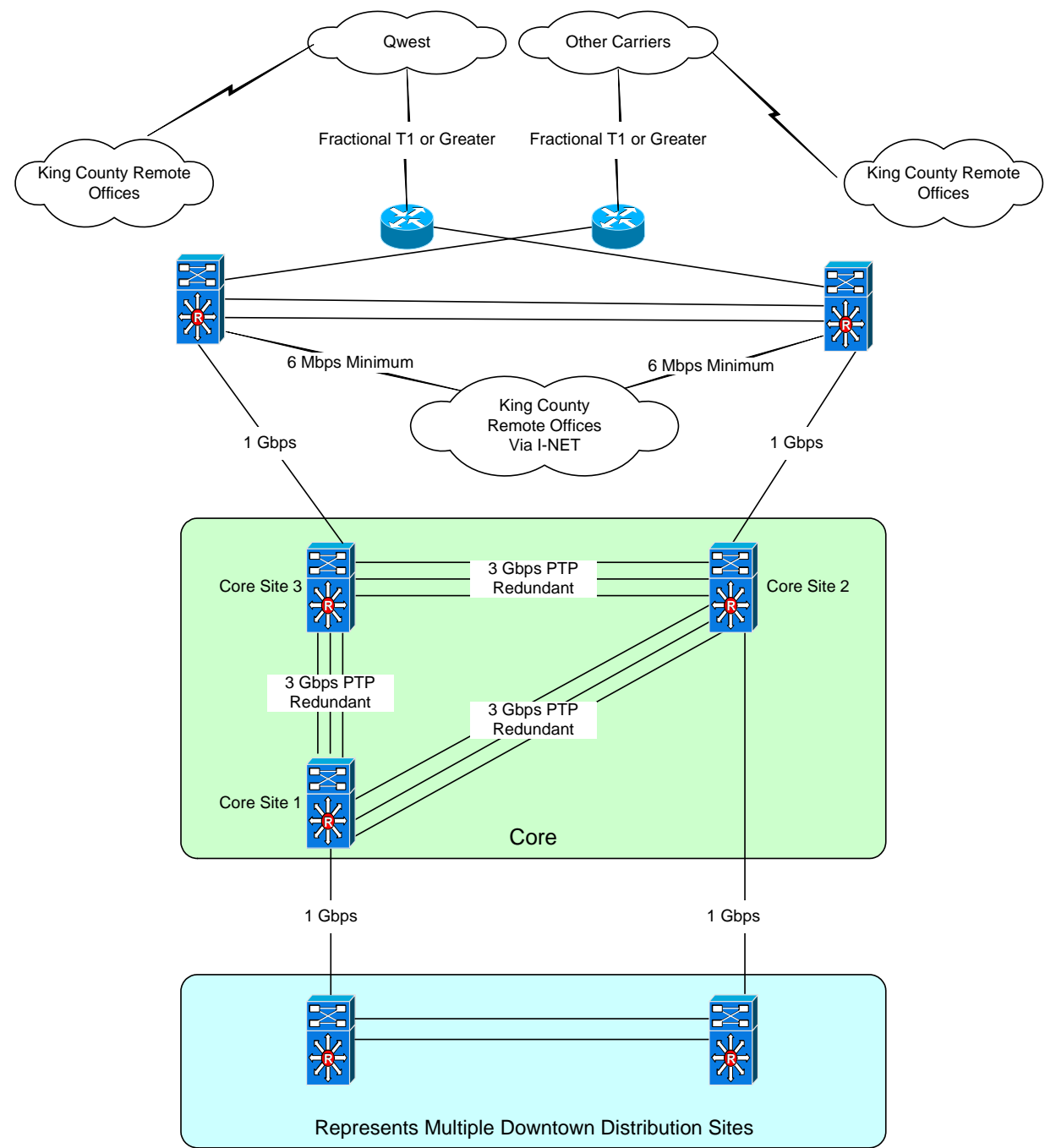
2.3 APPENDIX C: NEC PBX INFORMATION

NEC PBX INFORMATION		
SITE NAME	SYSTEM TYPE	SOFTWARE VERSION
NEC PBX Core Site	NEC IMX2400	R5 Issue 03.17
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version E0
Satellite PBX	NEC IMG	5201 1/2 version J0
Satellite PBX	NEC ICS2400	IT 3.23
Satellite PBX	Nortel M1	Release 25.40
Satellite PBX	NEC IVS2000	Revision 1930 R2.6
Satellite PBX	NEC-IVS2000	Revision 1930 R2
Satellite PBX	NEC-IVS2000	Revision 1930 R2
Satellite PBX	NEC IVS2000	Revision 1930 R2
Satellite PBX	NEC IMX2400	R5 Issue 03.17
Satellite PBX	NEC DRU	DRU has the software revision as the host
Satellite PBX	NEC DRU	DRU has the software revision as the host
Satellite PBX	NEC DRU	DRU has the software revision as the host
Satellite PBX	NEC DRU	DRU has the software revision as the host
Satellite PBX	NEC DRU	DRU has the software revision as the host

2.4 APPENDIX D: KING COUNTY EXCHANGE TOPOLOGY



2.5 APPENDIX E: KING COUNTY DATA NETWORK OVERVIEW



2.6 APPENDIX F-1: EQUIPMENT AND INSTALLATION SUMMARY PRICE SHEET

A. EQUIPMENT AND INSTALLATION SUMMARY PRICE SHEET INSTRUCTIONS

This sheet requests pricing for the base voice mail system equipment and installation. The base system must be capable of providing all features and functionalities described in **Appendices H and I** for a total of 8,500 users.

Provide summary pricing for each of the items listed in the spreadsheet. For those items provided at no charge, or whose cost is included as part of the system package, enter **\$0.00** in the cost column. Do not delete blank lines; alter the descriptions or the order in which they are listed.

Hardware – Provide the total hardware costs for the base system.

Software – Provide the total software costs for the base system.

Licenses – Provide the total licensing costs for the base system of 8,500 users.

Uninterruptible Power Supply – Provide the total cost for the uninterruptible power supply.

Miscellaneous Equipment, Services or Fees – Provide the total cost to the county for any other equipment, services or fees not addressed in the four categories listed above.

Labor, Overtime Rate – Provide the total overtime labor costs for this project.

Labor, Standard Rate - Provide the total standard labor costs for this project.

Documentation, System Documentation – Provide the total costs for system documentation as described in **Section 1.4** Documentation and the table in **Section 1.11** Acceptance Criteria.

Documentation, Administrator Documentation - Provide the total costs for administrator documentation as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria.

Documentation, End User Quick Reference Hardcopy - Provide the total costs for system documentation as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria.

Documentation, End User Quick Reference PDF - Provide the total costs for system documentation as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria.

Training, Administrator – Provide the total cost for administrator training as described in **Section 1.4** Training and **Section 1.1** Acceptance Criteria.

Training, End User - Provide the total cost for end user training as described in **Section 1.4** Training and **Section 1.1** Acceptance Criteria.

Subtotal – Sum all totals listed above and place into this row.

Credit for the PulsePoint – Indicate any credit the county will receive for the PulsePoint system.

Additional Discounts or Credit Programs – Provide any additional credits the county will receive.

Total – Subtract the two credit amounts from the subtotal and place into this row. This represents the contractor's total bid price to replace the existing voice mail system.

B. EQUIPMENT AND INSTALLATION SUMMARY PRICE SHEET

DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED PRICE
Hardware			
Software			
Licenses			
Uninterruptible Power Supply (8 Hour Backup)			
Miscellaneous Equipment, Services or Fees			
Labor - Standard Rate			
Labor - Overtime Rate			
Documentation - System Documentation			
Documentation - Administrator Documentation			
Documentation - End User Quick Reference Hardcopy			
Documentation - End User Quick Reference PDF			
Training - Administrator			
Training - End User Please Price In Increments of 100			
0-1500			
1501-3500			
3501-5000			
5001and above.			
Subtotal			
Credit for the PulsePoint			
Additional Discounts or Credit Programs			
Total			

2.7 APPENDIX F-2: EQUIPMENT AND INSTALLATION DETAIL PRICE SHEET

A. EQUIPMENT AND INSTALLATION DETAIL PRICE SHEET INSTRUCTIONS

This sheet requests detailed pricing for the voice mail equipment and installation.

Provide part numbers, description, the list price for each, any discount and the extended discounted cost to the county. Add additional lines in the spreadsheet as necessary to accommodate the individual components. The subtotal, additional discounts and total will be carried forward to the F1 – Equipment and Installation Summary Price Sheet. The county prefers the detail pricing follow the order as listed in this sheet.

Column Descriptions

Part Number – Provide the part number(s) of all items.

Description – Provide a description of each item.

Quantity – Indicate the quantity required to support a system initially capable of supporting 8,500 users.

List Price – Provide the list price of each item.

Discount – Indicate any discount as a percentage off of the list price the county will receive.

Extended Cost – Multiply the list price by the quantity. Subtract the discount and provide the total amount in the Extended Cost column.

Row Descriptions

Hardware – Indicate all hardware components. Add additional rows to the spreadsheet as required.

Software – Indicate all software components. Add additional rows to the spreadsheet as required.

Licenses – Indicate all licensing requirements. Add additional rows to the spreadsheet as required.

Uninterruptible Power Supply – Indicate all components. Add additional rows to the spreadsheet as required.

Miscellaneous Equipment, Services or Fees – Indicate any additional equipment services or fees not addressed by the hardware, software and licenses rows. Add additional rows to the spreadsheet as required.

Labor, Standard Rate – Indicate the hourly rate for standard time. Estimate the number of standard rate hours required to acquire, design, configure, install and cutover the voice mail platform.

Labor, Overtime Rate - Indicate the hourly rate for overtime. Estimate the number of overtime hours required to acquire, design, configure, install and cutover the voice mail platform.

Documentation, System Documentation – Provide pricing for system documentation as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria. Quantities have already been indicated. Add additional rows to the spreadsheet as required.

Documentation, Administrator Documentation - Provide pricing for administrator documentation as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria. Quantities have already been indicated. Add additional rows to the spreadsheet as required.

Documentation, End User Quick Reference - Provide pricing for end user quick reference documentation as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria. Quantities have already been indicated. Add additional rows to the spreadsheet as required.

Documentation, End User Quick Reference PDF - Provide pricing for an end user Quick Reference Guide in PDF format as described in **Section 1.4** Documentation and the table in **Section 1.1** Acceptance Criteria. The quantity has already been indicated. Add additional rows to the spreadsheet as required.

Training, Administrator – Indicate the cost of on-site system administrator training. Quantity has already been indicated. Add additional rows to the spreadsheet as required.

Training, End User - Indicate the cost for on-site training for end users in increments of 100 up to a maximum of 5,000 end users. The county is uncertain how many users will take advantage of a training opportunity and may not need to purchase 5,000 training sessions. Add additional rows to the spreadsheet as required.

Subtotal - Sum all above figures in the 'Extended Cost' column and place the total in this row.

Credit for the PulsePoint – Indicate any credit the county will receive for the PulsePoint system.

Additional Discounts or Credit Programs – Indicate any additional credit the county will receive. Add additional rows to the spreadsheet as required.

Total – Subtract all discounts from the subtotal figure and place the final total in this row.

Incremental Costs for Additional Users up to 14,000

Initially the county will purchase sufficient capacity to provide service for 8,500 users. The county anticipates a total of 14,000 users will be hosted by the system. The purpose of these questions is to determine the costs of future purchases to expand the system to enable support of 14,000 users.

Hardware – Indicate any additional hardware components. Add additional rows to the spreadsheet as required.

Software – Indicate any additional software components. Add additional rows to the spreadsheet as required.

Licenses– Indicate any additional licensing requirements. Add additional rows to the spreadsheet as required.

Miscellaneous Equipment, Services or Fees – Indicate any additional equipment services or fees not addressed by the hardware, software and licenses rows. Add additional rows to the spreadsheet as required.

Incremental Costs for 14,000 up to 20,000 Users

The county expects to retain this system for several years. The purpose of these lines in the pricing sheet is to determine the costs associated with expanding the system beyond 14,000 users.

Hardware – Indicate any additional hardware components. Add additional rows to the spreadsheet as required.

Software – Indicate any additional software components. Add additional rows to the spreadsheet as required.

Licenses– Indicate any additional licensing requirements. Add additional rows to the spreadsheet as required.

Miscellaneous Equipment, Services or Fees – Indicate any additional equipment services or fees not addressed by the hardware, software and licenses rows. Add additional rows to the spreadsheet as required.

B. EQUIPMENT AND INSTALLATION DETAIL PRICE SHEET

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	Hardware (initially capable of supporting 8,500 users)				
	Software (initially capable of supporting 8,500 users)				
	Licenses (initially capable of supporting 8,500 users)				
	Uninterruptible Power Supply (8 Hour Backup)				
	Miscellaneous Equipment, Services or Fees				
	Labor - Standard Rate				
	Labor - Overtime Rate				
	Documentation - System Documentation	2			
	Documentation - Administrator Documentation	2			
	Documentation - End User Quick Reference Hardcopy	8,500			
	Documentation - End User Quick Reference PDF	1			
	Training - Administrator	5			
	Training - End User				
	Please Price In Increments of 100				
	0-1500				
	1501-3500				
	3501-5000				
	5001and above.				
	Total				

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	Incremental costs for additional users up to 14,000				
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				
	Incremental Costs from 14,000 up to 20,000 Users				
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				

2.8 APPENDIX F-3: MAINTENANCE PRICE SHEET

A. MAINTENANCE PRICE SHEET INSTRUCTIONS

This sheet requests the pricing summary for three (3) maintenance options for the base system. Do not alter the descriptions or the order in which they are listed.

COLUMN DESCRIPTIONS

Description – The first row indicates whether three contract terms as follows:

1 Year Contract with 4 Annual Renewals – The contract is for one year, but can be renewed at the same pricing up to four times.

3 Year Contract with 2 Renewals – The contract length is three years, and can be renewed two times at the same pricing.

5 Year Contract – The contract length is five years, without additional renewal provisions.

Pricing – For each of the three maintenance options, please provide the following information:

List Price – Provide the list price of each item.

Discount – Indicate any discount as a percentage off of the list price the county will receive.

Extended Cost – Multiply the list price by the quantity. Subtract the discount and provide the total amount in the Extended Cost column.

ROW DESCRIPTIONS

Maintenance, Hardware – Indicate maintenance pricing for all hardware components. Add additional rows to the spreadsheet if required.

Maintenance, Software – Indicate maintenance pricing for all software components. Add additional rows to the spreadsheet if required.

Maintenance, Licenses – Indicate all maintenance or licensing renewals pricing. Add additional rows to the spreadsheet if required.

Subtotal - Sum all above figures in each of the three 'Extended Cost' columns and place the total in this row.

Credit for the PulsePoint – Indicate any credit the county will receive for the PulsePoint system.

Additional Discounts or Credit Programs – Indicate any additional credit the county will receive. Add additional rows to the spreadsheet as required.

Total – Subtract all discounts from the subtotal figure and place the final total in this row.

INCREMENTAL MAINTENANCE COSTS FOR ADDITIONAL USERS UP TO 14,000 TOTAL

The county recognizes maintenance fees may change as the number of users increases. The purpose of this section is to allow the contractor an opportunity to provide additional maintenance costs associated with the increased number of users. Maintenance costs should be indicated as an addition to the base system maintenance costs.

Maintenance, Hardware – Indicate maintenance pricing for all hardware components. Add additional rows to the spreadsheet if required. The figure in this row should represent the hardware maintenance charges for up to 14,000 users.

Maintenance, Software – Indicate maintenance pricing for all software components. Add additional rows to the spreadsheet if required. The figure in this row should represent the software maintenance charges for up to 14,000 users.

Maintenance, Licenses – Indicate all maintenance or licensing renewals pricing. Add additional rows to the spreadsheet if required. The figure in this row should represent the license renewal or maintenance charges for up to 14,000 users.

INCREMENTAL MAINTENANCE COSTS FROM 14,000 UP TO 20,000 USERS TOTAL

The purpose of this section is to allow the contractor an opportunity to provide additional maintenance costs associated with the increased number of users. Maintenance costs should be indicated as an addition to the base system maintenance costs and the incremental maintenance fees for up to 14,000 users.

Maintenance, Hardware – Indicate maintenance pricing for all hardware components. Add additional rows to the spreadsheet if required. The figure in this row should represent the hardware maintenance charges for up to 20,000 users.

Maintenance, Software – Indicate maintenance pricing for all software components. Add additional rows to the spreadsheet if required. The figure in this row should represent the software maintenance charges for up to 14,000 users.

Maintenance, Licenses– Indicate all maintenance or licensing renewals pricing. Add additional rows to the spreadsheet if required. The figure in this row should represent the license renewal or maintenance charges for up to 14,000 users.

B. MAINTENANCE PRICE SHEET

DESCRIPTION	1 YEAR CONTRACT WITH 4 ANNUAL RENEWALS				3 YEAR CONTRACT WITH 2 RENEWALS				5 YEAR CONTRACT		
	List Price Each	DISCOUNT %	Extended Cost		List Price Each	DISCOUNT %	Extended Cost		List Price Each	DISCOUNT %	Extended Cost
Maintenance – Hardware											
Maintenance – Software											
License – Renewals											
SUBTOTAL											
Additional Discounts or Credit Programs											
TOTAL											
Incremental maintenance costs for additional users up to 14,000 total											
Maintenance – Hardware											
Maintenance – Software											
License – Renewals											
Incremental Maintenance Costs from 14,000 up to 20,000 Users Total											
Maintenance – Hardware											
Maintenance – Software											
License – Renewals											

2.9 APPENDIX F-4: ALTERNATE EQUIPMENT AND INSTALLATION PROPOSAL SUMMARY PRICE SHEET

A. ALTERNATE EQUIPMENT AND INSTALLATION PROPOSAL SUMMARY PRICE SHEET INSTRUCTIONS

The county has made every effort to be complete in this RFP. However, the county recognizes contractors are especially familiar with their products. If desired, the contractor is encouraged to propose an alternate base voice mail system with additional features or functionalities that may be beneficial to the county both technically and economically.

Describe in a separately created document, titled “**Attachment B – Alternate Proposal**”, and attached to the RFP response for the proposed voice mail system, including drawings if necessary and the benefits of the proposed voice mail system.

Pricing for the alternate proposal should be included in sheet **F4**. This sheet follows the same format as sheet **F1**. The county prefers the pricing follow the same format if possible. Please use the pricing instructions for sheet **F1** to complete this sheet.

B. ALTERNATE EQUIPMENT AND INSTALLATION PROPOSAL SUMMARY PRICE SHEET

DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED PRICE
Hardware			
Software			
Licenses (perpetual)			
Uninterruptible Power Supply (8 Hour Backup)			
Miscellaneous Equipment, Services or Fees			
Labor - Standard Rate			
Labor - Overtime Rate			
Documentation - System Documentation			
Documentation - Administrator Documentation			
Documentation - End User Quick Reference Hardcopy			
Documentation - End User Quick Reference PDF			
Training - Administrator			
Training - End User Please Price In Increments of 100			
0-1500			
1501-3500			

DESCRIPTION	QUANTITY	UNIT PRICE	EXTENDED PRICE
3501-5000			
5001and above.			
Subtotal			
Credit for the PulsePoint			
Additional Discounts or Credit Programs			
Total			

2.10 APPENDIX F-5: ALTERNATE EQUIPMENT AND INSTALLATION PROPOSAL DETAIL PRICE SHEET

A. ALTERNATE EQUIPMENT AND INSTALLATION PROPOSAL DETAIL PRICE SHEET INSTRUCTIONS

Please follow the instructions for price sheet F2 to complete this sheet. If possible, please follow the same format.

B. ALTERNATE EQUIPMENT AND INSTALLATION PROPOSAL DETAIL PRICE SHEET

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	Hardware (initially capable of supporting 8,500 users)				
	Software (initially capable of supporting 8,500 users)				
	Licenses (perpetual) (initially capable of supporting 8,500 users)				
	Uninterruptible Power Supply (8 Hour Backup)				
	Miscellaneous Equipment, Services or Fees				
	Labor - Standard Rate				
	Labor - Overtime Rate				
	Documentation - System Documentation	2			
	Documentation - Administrator Documentation	2			
	Documentation - End User Quick Reference Hardcopy	8,500			
	Documentation - End User Quick Reference PDF	1			
	Training - Administrator	5			
	Training - End User				
	Please Price In Increments of 100				

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	0-1500				
	1501-3500				
	3501-5000				
	5001and above.				
	Subtotal				
	Credit for the PulsePoint				
	Additional Discounts or Credit Programs				
	Total				
Incremental costs for additional users up to 14,000					
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				
Incremental Costs from 14,000 up to 20,000 Users					
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				

2.11 APPENDIX F-6: ALTERNATE MAINTENANCE PROPOSAL PRICE SHEET

A. ALTERNATE MAINTENANCE PROPOSAL PRICE SHEET INSTRUCTIONS

The county has made every effort to describe and request sufficient maintenance support for the voice mail product. The county recognizes contractors may already have maintenance support packages which provide a greater value to the county. Contractors may propose an alternate maintenance support package.

Attach a separately created document, titled “**Attachment C** – Alternate Maintenance Proposal” to the RFP response describing the benefits of the proposed maintenance package.

Please use the instructions for price sheet F3 to complete this sheet.

B. ALTERNATE MAINTENANCE PROPOSAL PRICE SHEET

DESCRIPTION	1 YEAR CONTRACT WITH 4 ANNUAL RENEWALS				3 YEAR CONTRACT WITH 2 RENEWALS				5 YEAR CONTRACT		
	List Price Each	DISCOUNT %	Extended Cost		List Price Each	DISCOUNT %	Extended Cost		List Price Each	DISCOUNT %	Extended Cost
Maintenance – Hardware											
Maintenance – Software											
License – Renewals											
SUBTOTAL											
Additional Discounts or Credit Programs											
TOTAL											
INCREMENTAL MAINTENANCE COSTS FOR ADDITIONAL USERS TO 14,000 TOTAL											
Maintenance – Hardware											
Maintenance – Software											
License – Renewals											
INCREMENTAL MAINTENANCE COSTS FOR 14,000 TO 20,000 USERS TOTAL											
Maintenance – Hardware											
Maintenance – Software											
License – Renewals											

2.12 APPENDIX F-7: UNIFIED MESSAGING PRICE SHEET

A. UNIFIED MESSAGING PRICE SHEET INSTRUCTIONS

The county is interested in enabling Unified Messaging in the future on the new voice mail system. In addition to answering the questions in **Appendix G**, please provide pricing to enable UM functionality on the voice mail system. Assume a minimum of 8,500 end users.

Please use the instructions for **Appendix F Price Sheet F2** for this sheet. Note the credit for the PulsePoint has been removed from the form as this work will occur after the initial installation.

B. UNIFIED MESSAGING PRICE SHEET

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	Hardware (initially capable of supporting 8,500 users)				
	Software (initially capable of supporting 8,500 users)				
	Licenses (8,500 perpetual licenses)				
	Miscellaneous Equipment, Services or Fees				
	Labor - Standard Rate				
	Labor - Overtime Rate				
	Documentation - System Documentation	2			
	Documentation - Administrator Documentation	2			
	Documentation - End User Quick Reference Hardcopy	8,500			
	Documentation - End User Quick Reference PDF	1			
	Training - Administrator	5			
	Training - End User				
	Please Price In Increments of 100				
	0-1500				
	1501-3500				
	3501-5000				
	5001and above.				
	Subtotal				
	Additional Discounts or Credit Programs				

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	Total				
	Incremental costs for additional users up to 14,000				
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				
	Incremental Costs from 14,000 up to 20,000 Users				
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				

2.13 APPENDIX F- 8: IP TELEPHONY INTEGRATION PRICE SHEET

A. IP TELEPHONY INTEGRATION PRICE SHEET INSTRUCTIONS

The county expects to move to an IP based telephone system in the future. The purpose of this price sheet is to determine the costs associated with integrating the IP telephone system with the voice mail system.

Please use the instructions for **Appendix F Price Sheet F2** for this sheet. Note the credit for the PulsePoint has been removed from the form as this work will occur after the initial installation.

B. IP TELEPHONY INTEGRATION PRICE SHEET

PART NUMBER	DESCRIPTION	QUANTITY	LIST PRICE EACH	DISCOUNT %	EXTENDED COST
	Hardware (initially capable of supporting 8,500 users)				
	Software (initially capable of supporting 8,500 users)				
	Licenses (8,500 perpetual licenses)				
	Miscellaneous Equipment, Services or Fees				
	Labor - Standard Rate				
	Labor - Overtime Rate				
	Documentation - System Documentation	2			
	Documentation - Administrator Documentation	2			
	Documentation - End User Quick Reference Hardcopy	8,500			
	Documentation - End User Quick Reference PDF	1			
	Training - Administrator	5			
	Training - End User (in increments of 100)	5,000			
	Subtotal				
	Additional Discounts or Credit Programs				
	Total				
	Incremental Costs for Additional Users Up To 14,000				
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				
	Incremental Costs from 14,000 up to 20,000 Users				
	Hardware				
	Software				
	Licenses (perpetual)				
	Miscellaneous Equipment, Services or Fees				

2.14 APPENDIX G: REQUIREMENTS AND INFORMATION

A. REQUIREMENTS AND INFORMATION

The following includes REQUIREMENTS, QUESTIONS AND DETAILED INFORMATION REQUESTS.

Please provide a “Yes” or “No” response for all required items and features found in Appendix G.

Describe how the requirement is met using a **different color font** immediately following the question or statement.

The contractor must complete this section. Responses to this section will be scored; therefore, the contractor is encouraged to provide thorough responses in a succinct manner.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	1		The product shall be in active production. The county will not accept any alpha or beta release products.
R	2		Provide a written procedures manual for system administration.
R	3		Provide system administrator training and training documentation.
R	4		Provide either web based or on-site end user training.
R	5		Provide an end user ‘Quick Reference’ guide for each user, including a features guide.
R	6		Provide a comprehensive user guide via the county’s intranet.
R	7		Design, acquire, configure and install the new voice mail system.
R	8		Complete as-built documentation of network implementation including automated attendant tree(s) and IVR(s) information
R	9		Line schematic drawing of the voice mail servers, network equipment and connectivity.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	10		Move users from their existing voice mail service to the new voice mail system.
R	11		Provide voice mail system maintenance.
R	12		During the implementation of the new voice mail system, the existing PBX and voice mail systems shall not be impaired until they can be safely taken offline after cutover. There shall be no interruption of service during business hours. The contractor shall respond to contractor-created outages within two hours of notification.
R	13		All telecommunications services, equipment, cables, electronics power supplies or systems in operation at the start of the project shall remain in service and may not be disconnected, removed or in any way impaired by the activities of the contractor, unless such changes are part of the project and coordinated and scheduled with the county's project management team. The contractor shall be responsible for all coordination, costs and materials associated with restoration of services for any damaged systems.
R	14		Should the contractor make discovery of any inadequate infrastructure not identified at the beginning of this project, the contractor shall notify the county's project manager to determine a resolution.
R	15		All network changes/modifications shall be approved in writing in advance and coordinated with the county's project manager.
R	16		Identify, with the county's assistance, all affected telephone numbers for cutover planning.
R	17		The voice mail system shall support 99.999% uptime.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	18		The voice mail platform shall support five digit mailbox numbers.
R	19		Users shall continue to have the same telephone number and voice mailbox number.
R	20		Provide project management, including a project manager.
R	21		The system shall provide a method to backup the system configuration.
R	22		The system shall provide a method to restore the system configuration within 36 hours of the contractor's notification of the failure.
R	23		The system shall be ADA compliant and communicate with TTYs.
R	24		Accessibility from any touch-tone phone for message retrieval and mailbox functions: The system is accessible from any touch-tone phone from any location (could be out of state or out of country) to retrieve messages and perform mailbox functions (i.e. record and/or change greetings, etc.)
R	25		Alternate/extended absence greetings: May be used to inform callers that the subscriber is away on business or vacation, and the name and extension of the person to call in the subscriber's absence. Also see "Out of office greeting".
R	26		Announcement of number, type and priority of message received: The system notifies the subscriber of the number and type of messages, and whether they are urgent or normal priority.
R	27		Announcement-only mailboxes: The system allows for mailboxes that announce only and do not take messages.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	28		Auto logon: When a subscriber calls into the voice mail system from their extension, the system recognizes their extension number and prompts them to enter their password only.
R	29		Class of service: The proposed system shall have the ability to assign a class of service to subscribers. The class of service administration shall control preferences (such as maximum message length or if a subscriber can create distribution lists) and feature settings (i.e. access to Unified Messaging, fax mail, etc.)
R	30		Context-sensitive help: Subscribers are allowed to press a key or keys on their touch-tone phone to receive help.
R	31		Date and time stamp: The system stamps messages with time, day of the week and date of delivery; preferably at the beginning of the message.
R	32		Daylight Savings Time: The proposed system shall automatically set the clock forward or backward one hour to accommodate North American Daylight Saving Time.
R	33		DID voice mailboxes: The ability to have a stand-alone voice mailbox not associated with any of the county phone systems.
R	34		Distribution lists: The system allows subscribers to set up lists composed of a number of mailboxes. When a message is sent to a distribution list, as opposed to an individual subscriber, the message is sent simultaneously to everyone on the list.
R	35		Express messaging capability: Allows callers to leave a message via the voice mail system without ringing a user's telephone.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	36		Menu after message: When checking voice mail, the subscriber shall be allowed to choose from a variety of options for dealing with new messages; repeat, reply, forward, delete, save or skip to the next message.
R	37		Message forward: Allows subscribers to forward a voice message to other subscribers on the system or to a distribution list. Allows a subscriber to record a voice annotation, if desired, before forwarding the message.
R	38		Message playback: Allows subscribers to control the way they listen to messages including; reverse, pause, fast forward and volume control.
R	39		Message waiting indicator: Subscribers are notified of new voice messages by a lamp or stutter dial tone.
R	40		Multiple addressing: When creating a new message, the subscriber is allowed to address the message to many different subscribers at the same time, including distribution lists.
R	41		Multiple message action capability: Subscribers are allowed to reply to a message or redirect it several times. Subscribers are also allowed to forward the message, with or without a voice addendum, to other subscribers.
R	42		New user tutorial: Upon accessing the system for the first time, users are provided a tutorial on personalizing their voice mailbox with their name, greetings and password.
R	43		Operator assistance: Callers with touch-tone telephones are allowed to press a key (or keys) to reach an operator.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	44		Out of office greeting: A greeting can be recorded that forces callers to listen to the greeting (it cannot be bypassed).
R	45		Pager notification: Voice mail system shall notify subscriber that they have a new voice mail message. Subscriber can specify if they want notification for all messages or for urgent messages only.
R	46		Saved messages: The system allows subscribers to save messages for a period of time determined by the system administrator.
R	47		Special delivery options: When sending messages, the system gives subscribers different delivery options including future, private and urgent.
R	48		User option prompts: When a person dials into the system, the system presents the caller with a series of options in the form of recorded prompts (i.e. prompts the caller to listen to messages, save messages and/or delete messages, etc.)
R	49		Model Longevity. The Proposer shall describe their strategy and customer notice practices with regards to model and software changes and longevity. The Proposer shall describe how this will be accomplished.
R	50		The new voice mail system shall integrate Unified Messaging (UM) with Microsoft Exchange 2003, including options for more advanced voice mail productivity services, such as fax on the desktop. The UM system shall support voice mail system Integration via the Wide Area Network (WAN) and delivery of messages to end users in multiple remote offices through Outlook 2000, Outlook XP and Outlook 2003 clients.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
R	51		The county does not plan to implement UM immediately. The voice mail system shall support, or be configured to support, UM when the county opts to enable UM functionality.
R	52		Although some county employees may opt not to use Unified Messaging due to Health Insurance Portability and Accountability Act (HIPAA) or other privacy concerns, the county desires a Unified Messaging system with sufficient capacity to support 8,500 employees with potential expansion to 14,000 employees. Can your system support this requirement?
R	53		Referring to Appendix K: Can you perform each of the preventative maintenance items listed on a quarterly basis? This should be covered under our regular maintenance agreement.
I	54		Describe the ordering procedure for additional equipment
I	55		Describe how the county will interface with your company for maintenance and repair
I	56		Describe your company's billing cycle
I	57		Describe how the proposed voice mail system integrates with the Centrex.
I	58		Describe how the proposed voice mail system integrates with the NEC PBX switches.
I	59		List all IP telephony systems and manufacturers with which your voice mail system integrates and how Integration is achieved.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	60		The proposed voice mail system must have the ability to integrate with Centrex, the NEC PBX and IP telephony platforms. Indicate if the proposed voice mail system has the ability to integrate with Centrex, the NEC PBX and IP telephony platforms simultaneously. Provide details and diagrams as appropriate.
I	61		Provide a sample end user Quick Reference guide.
I	62		Describe the method utilized to backup the voice mail system configuration.
I	63		Describe how your solution provides system redundancy.
I	64		Describe the method to restore the voice mail system configuration within 36 hours of the contractor's notification of the failure.
I	65		Provide a line schematic drawing of the voice mail servers, network equipment and connectivity.
I	66		Describe how your voice mail system is ADA compliant and how it communicates with TTY users. Does this compliance and/or the TTY communication capability require additional hardware and/or software? If so, please provide details. Provide the pricing information in Appendix F.
I	67		Describe the components required for operational and centralized voice mail system management.
I	68		Describe the on-site maintenance terminal utilized by the proposed voice mail system. If more than one server is used, can all servers be accessed by the same maintenance terminal?
I	69		Does one terminal support both maintenance and administrative functions?

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	70		Describe how the proposed voice mail system can be accessed via the county's network for administrative and maintenance functions.
I	71		List system administration functions that cannot be performed by county staff, but are dependent upon contractor interaction.
I	72		Provide detail on post installation support.
I	73		Who will support the system?
I	74		What are the levels of support?
I	75		State which work groups within an organization typically support the voice mail system. If the functions are split, please detail the duties.
I	76		Describe the typical skill sets required for in house support, as well as extended contractor support.
I	77		State the number of hours per week typically required to support voice mail administration.
I	78		Who will support the system?
I	79		Are your initial installation technicians stationed here locally?
I	80		Does your post installation dispatch technician and warehouse have a local presence within the Puget Sound area? Please describe how technicians will be dispatched post installation.
I	81		How often are new software releases issued? Describe how the voice mail system is impacted during software release upgrades.
I	82		How often is the hardware upgraded? How is the voice mail system impacted during hardware upgrades?

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	83		Voice mail for selected users opting out of Unified Messaging, must be stored so the messages cannot be accessed other than as a voice mail. Describe how your voice mail system meets this criterion.
I	84		Provide reports to include samples showing:
I	85		Processor busy levels
I	86		Message capacity
I	87		Mail box usage
I	88		Identification of unused mailboxes
I	89		List and samples of other available reports
I	90		Whenever possible, the county prefers to purchase and maintain Dell or Hewlett-Packard (HP) servers, unless the contractor's proposed voice mail system cannot operate on a Dell or HP server. Please indicate on which Dell or HP servers your proposed solution can operate. Also indicate on which operating system, i.e. Linux, Windows, your system operates.
I	91		Does the proposed system offer call screening? Callers are prompted to speak their name. The subscriber can either accept or reject the call. If the subscriber rejects the call, the caller is transferred to voice mail to leave a message. Please describe how this feature works on the proposed system. This feature should be controllable only by the system administrator.
I	92		Provide in-depth information on the IVR capabilities, including Integration of the IVR with Centrex and the NEC PBX. Indicate if this is a standard or optional feature.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	93		The system should support different types of transfers, such as supervised transfers and blind transfers. Please indicate the types of transfers the proposed system supports.
I	94		Does the system encrypt passwords or in some other way make them unavailable to the system administrator?
I	95		Are subscribers allowed to record multiple, separate personal greetings such as; an alternate or extended absence greeting, a standard greeting, or an out-of-office greeting. List types of greetings allowed by the system.
I	96		Can users choose to receive message notification through a Short Message Service (SMS) enabled device, receiving notification that a voice or fax message has arrived (not functional for e-mail messages)? Does the message notification include the sender (if subscriber, Caller ID or ANI information is available), the date the message was received and the number of unread messages in the subscriber's mailbox? Indicate whether this feature is available for voice messages prior to implementation of Unified Messaging.
I	97		Please provide in-depth information, including specifications, on speech recognition technology utilized by the system and the capabilities it provides. Include details of any additional and/or dedicated hardware and/or software components required.
I	98		Provide details concerning the system's Automated Attendant capabilities. Include details of any additional required and/or dedicated software or hardware components.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	99		Does the system give subscribers the ability to customize their personal settings via the internet without implementing Unified Messaging? Please provide details on how this feature works on the proposed system.
I	100		Please indicate the maximum message storage per mailbox allowed by the proposed system.
I	101		Provide in-depth information on the fax capabilities, detailing all features and capabilities. Include details of any additional required and/or dedicated software or hardware components.
I	102		Has your legal department had the opportunity to review the terms and conditions stated in this RFP? If so, state any problems foreseen that may cause a delay in signing.
I	103		Explain why your solution is the best fit for the county's environment. Please be as complete as possible in your answers. Include diagrams and charts as appropriate.
I	104		Advanced Security Features: Advanced security features include such features as the ability to detect hackers, lock accounts, set password policy, and force password reset on the next login. Please describe the advanced security features provided by the proposed system when unified messaging is implemented.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	105		Fax Options: Proposed system should integrate to third-party fax servers. The system should allow subscribers to address fax messages from the same directory as their e-mail and voice messages. When redirecting faxes, subscribers should be allowed to annotate them with a voice message to provide additional information about its content. In addressing this feature, please indicate the fax servers with which the system integrates. Please detail the all fax functions and options provided by the system, such as:
I	106		Fax Mail
I	107		Fax Status
I	108		Notification
I	109		On-Screen Help: On-screen help provides definitions of, and information about, on-screen fields. Describe on-screen help provided by the proposed system when it is implemented.
I	110		Outlook Interface: The system integrates with the Microsoft Outlook client to take advantage of the following features:
I	111		Compound Messages: Compound messages could consist of voice, fax or e-mail messages that contain attachments from either or both of the other media. The system should allow voice annotation and a fax attachment. With an e-mail message.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	112		Rules-Based Messaging: Subscribers are allowed to use the Microsoft Outlook Rules Wizard for rules-based messaging. For example, while on vacation a subscriber can have all voice mail messages automatically forwarded to a colleague for handling. Indicate if the proposed system integrates with Microsoft Outlook as described above. Describe other capabilities provided by this integration.
I	113		SMS Message Notification: Users can choose to receive message notification through a Short Message Service (SMS)-enabled device, receiving notification that a voice or fax message has arrived (not functional for e-mail messages). The message notification includes the sender (if subscriber, Caller ID or ANI information is available), the date the message was received and the number of unread messages in the subscriber's mailbox. Indicate if the proposed system offers an SMS-enabled device and the functions stated above. Indicate whether this feature is available for voice messages prior to the implementation of the new voice mail system.
I	114		Status Monitor: The system provides such information as real-time status of fax and telephone ports, software seat licenses, reports that are in progress and system configuration. Indicate if the proposed system offers status monitor with the features above.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	115		Text-to-Speech: The system should have the capability to read text messages to subscribers over the telephone. The system should also provide information about the e-mail message; such as message length, sender's name, subject, time and date the message was sent, and attachments. Subscribers should be allowed to send a voice reply to an e-mail message over the telephone. Subscribers should also be allowed to have their e-mail faxed to them.
I	116		Please provide detailed information on text-to-speech technology, including specifications utilized by the system and the capabilities it provides. If text-to-speech requires additional and/or dedicated hardware components, please provide details.
I	117		On what Operating System does your product run?
I	118		Please provide a topology diagram on how your solution will integrate within our MS Exchange environment.
I	119		Please provide detailed information on what changes would need to be made in our current environment to incorporate your recommended solution into King County's current infrastructure.
I	120		On what hardware platform is your solution installed?
I	121		What Active Directory permissions are required for installation of your product?
I	122		What MS Exchange permissions are required for installation of your product?
I	123		What Active Directory permissions are required for operation and maintenance of your product?

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	124		What MS Exchange permissions are required for operation and maintenance of your product?
I	125		Please provide three examples of prior installations that are similar to the one you are proposing for King County.
I	126		Explain the different permission levels within your solution.
I	127		Explain how your product is a mature, market-tested solution that is robust enough to support long-term growth and expansion.
I	128		Provide a high-level backup and disaster recovery strategy that will ensure the safe-keeping of the stored information.
I	129		Describe the knowledge transfer and documentation that will be provided to ensure sufficient information to allow the recommended solution to be managed by internal staff.
I	130		Please list all hardware and software required to support your recommended solution.
I	131		Provide a description and/or diagram of the equipment required to run your recommended solution. Explain the interrelationship of each piece of equipment.
I	132		Identify any software dependencies required to use your product.
I	133		Identify any known incompatibilities with other software products.
I	134		Does your recommended solution change the Active Directory Schema?

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	135		If your product changes or extends the Active Directory Schema, describe in detail what the changes are, when they need to occur, and how much time is required to complete them.
I	136		Does your product require an Active Directory Service Account? If so, what permissions are required?
I	137		What versions of your solution are currently being supported?
I	138		How often is your product upgraded?
I	139		Describe the type of professional experience and training required to install your product.
I	140		Describe the type of professional experience and training required to configure your product.
I	141		Describe the type of professional experience and training required to operate your product.
I	142		Please give detailed information about Contractor Support after the product has been installed.
I	143		Can your system support multiple compression schemes? If so, at what bit rates?
I	144		Can subscriber information be managed through Active Directory?
I	145		Describe the system architecture, including the number of ports supported by a single server and system expandability.
I	146		Does the system provide a graphical user interface for system administration? Please provide details.
I	147		Does the system provide a graphical user interface for message management? Please provide details.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	148		Does the system allow users to manage their voice and fax messages from their desk workstation as well as from the telephone?
I	149		Describe in detail the web management capabilities of the system.
I	150		Describe the message-handling features and capabilities of the proposed system. For example: (Refer to the following five questions)
I	151		Can each message type (i.e. voice, fax, e-mail) be maintained in separate queues?
I	152		Can each subscriber configure his/her mailbox to store each message type in separate queues or in a single queue?
I	153		Will the system present messages in a first-in first-out (FIFO) or last-in-first-out (LIFO) order?
I	154		Can each subscriber configure his/her mailbox to present messages in a FIFO or LIFO order?
I	155		Can the user listen to new messages or to saved messages that will be maintained in separate queues within the users mailbox?
I	156		In addition to answering the above questions, please provide in-depth detail of the proposed system's message handling capabilities.
I	157		Provide in-depth detail of e-mail integration capabilities and supported e-mail systems, including, but not limited to, answers to the following: (Refer to the following seven questions)
I	158		Can e-mail messages be managed using the same touch-tone commands as voice and fax messages?

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	159		Can users save and discard e-mail, voice and fax messages from the telephone?
I	160		Can users reply to an e-mail message with a voice message?
I	161		Do all notification features of voice and fax messages also apply to e-mail messages?
I	162		Can users forward e-mail messages to other subscribers via the telephone?
I	163		Can users save and discard e-mail, voice and fax messages from the telephone?
I	164		Can users retrieve those discarded voice, fax and e-mail messages from their Deleted Items folder via the Graphical User Interface?
I	165		Assuming a 60 second voice mail with all overhead included; what is the size of the file the voice mail system creates when converting a voice mail to an e-mail and an e-mail to a voice mail?
I	166		Does enhance fax capabilities? Provide in-depth information on the fax server and fax capabilities, detailing all features and capabilities.
I	167		Does enhance IVR and Auto Attendant capabilities?
I	168		Does enhance speech recognition? If so, how is this accomplished?
I	169		Describe how King County will be notified of product defects and recalls.
I	170		Provide a project plan. See Section 6.1.3, Project Implementation, for required sections within the project plan. Include a project timeline. Indicate task duration in business days. Provide detailed information for each task identified.

REQUIRED (R) INFORMATION (I)	#	COMPLIANCE YES or NO	DESCRIPTION
I	171		Referring to Appendix K: Are there additional preventative maintenance tasks that you would also provide on a quarterly basis? What is covered under the maintenance agreement.

2.15 APPENDIX H: DESIRABLE FEATURES

1. **Feature:** The feature is named and described in this column.
2. **Included, Optional, Not Available, Future:** For each feature listed, indicate in the column whether it is “**included**” or “**optional**” in the base system being proposed to the county. Indicate “**not available**” if the feature is not available and the manufacturer has no plans to implement the feature. Indicate “**future**” if the feature is not currently available, but the manufacturer has plans to implement the feature in the future.
3. **Cost:** Indicate the additional costs associated with activating an optional feature on the system.

	FEATURE	INCLUDED, OPTIONAL, NOT AVAILABLE OR FUTURE	COST
1	Address at beginning or end of message: The subscriber should be allowed to input the recipient’s mailbox number either before or after recording and sending a voice message.		
2	Administrative levels: The system allows for different levels/permissions for system administration. For example, a level of system administration with only password reset capability.		
3	Advanced security features: Advanced security features include such features as the ability to detect hackers, lock accounts, set password policy, track failed access attempts and force password reset on the next login.		
4	Alpha directory: The system will search the directory by a person’s first or last name. The system can be configured to either transfer the caller directly to the extension and/or tell the caller the extension number for future reference. If the extension is not answered or is busy, the system should automatically route the caller to the subscriber’s voice mailbox.		
5	Alternate message waiting: The system will send message waiting notifications to additional internal phone numbers associated with the voice mailbox (alternate phone numbers, as described below).		
6	Alternate phone numbers: Ability for one voice mailbox to receive messages for more than one internal phone number.		

	FEATURE	INCLUDED, OPTIONAL, NOT AVAILABLE OR FUTURE	COST
7	Automated attendant: An automated attendant system is a processor control system that performs telephone console attendant functions such as; answering a call, transferring callers to specific user stations, directing callers to voice mail, or performing other call-routing functions without the assistance of a live attendant. The caller's activation's of these features is performed via touch-tone input. Automated Attendant systems can be configured with menus which consist of options presented to the caller. Once the caller has selected an option the system will route the caller. Options include, but are not limited to, announcements which are maintained in the automated attendant system; scripts which are maintained in the automated attendant system; transferring to another menu, which may reside within the automated attendant system or in a different automated attendant system; transferring to a person, and transferring to a voice mailbox.		
9	Broadcast capability: The system administrator can create a broadcast list comprised of all system users allowing the administrator to send global voice mail messages.		
10	Busy salutation: The greeting heard by callers when the subscriber's extension is busy (i.e. letting caller know subscriber is on the phone).		
11	Call screening: Callers are prompted to speak their name. The subscriber can either accept or reject the call. If the subscriber rejects the call, the caller is transferred to voice mail to leave a message.		
12	Directory listing: Directory listings are system-wide by first or last name. Some systems provide an internal directory available only to other subscribers and an external directory available to outside callers.		
13	Extension mailboxes: Allows multiple users to share a single phone number but have individual voice mailboxes.		
14	FAX capabilities: The ability of a system to interact with facsimile (fax) machines and/or fax servers.		
16	Interactive mailbox (voice forms): The system can prompt the caller with questions (usually up to 20-24 questions are allowed). When finished, the system gathers the caller's responses, compiles them into a single voice message and sends that message to the subscriber mailbox designated to receive those messages.		

	FEATURE	INCLUDED, OPTIONAL, NOT AVAILABLE OR FUTURE	COST
17	IVR: Interactive Voice Response can be used to create custom applications that allow callers to access data and application functionality residing in the enterprise.		
18	List subscribers by first or last name: Subscribers should be allowed to be listed by both their first and last names in separate directories, so if a caller knows only one and not the other, they should still be able to locate the correct extension.		
19	Live record: The system allows subscribers to record a conversation while talking to a caller and store it as a voice message. The system must allow for some method of notification to the caller that the conversation is being recorded.		
20	Mailboxes configurable to prevent message receipt: The system administrator should have the ability to program mailboxes to not accept messages. This is different from an announcement-only mailbox in that this is temporary programming that can be done when, for example, the subscriber is going to be out of the office for a period of time and prefers that their mailbox not be allowed to accept messages.		
21	Message notification control: Users can control the message notification process by designating the types of message that should result in a notification request and the times that message notification should be active. Users can select to be notified of all messages or only urgent messages. They can select to be notified of messages from a specific sender only. They can also create a schedule (i.e. hours of the day, days of the week) for when notification should occur. Unified Messaging users can choose to be notified for the receipt of certain message types only, for example, voice, fax or e-mail.		
22	Message return: Messages are returned to sender if not picked up within a certain period of time.		
23	Message return receipt: Messages sent to other subscribers can be marked to notify the sender once the message has been opened and the sender has heard any part of the body of a message following the header information, or if the recipient deletes the message without opening it. Subscribers should be allowed to request return receipts for messages sent to individual subscribers or distribution lists.		

	FEATURE	INCLUDED, OPTIONAL, NOT AVAILABLE OR FUTURE	COST
24	Multiple number notification/out calling capability: Allows users to enter a list of different phone numbers where they wish to be notified upon the receipt of new messages.		
25	<p>Multiple telephone user interfaces: Subscribers have a choice of either full or brief menu-options interface.</p> <p>Full menus: This is the standard prompt set that allows users to navigate all of the proposed system's advanced functions.</p> <p>Brief menus: Brief menus provide shortened versions of the proposed system's menu option prompts so experienced users are allowed to navigate more quickly through the system.</p>		
26	Multiple transfer types: The system should support different types of transfers, such as supervised transfers and blind transfers.		
27	Notification before deletion: The system notifies subscribers before a message is scheduled for automatic deletion based on message age.		
28	One year message retention capability: Certain mailboxes, as configured by the system administrator, can have the capability to retain a message for up to one year.		
29	Online documentation: Online documentation provides information on specific functions, allowing users to quickly access that information, rather than having to search through pages of paper manuals.		
30	On-screen help: On-screen help provides definitions of, and information about, on-screen fields.		
31	Outside caller message editing: If the system administrator activates this option, outside callers are allowed to review, amend or re-record their message.		
32	Password encryption/confidentiality: The storage of passwords in the voice mail system in a form that is secure. With password encryption/confidentiality, subscriber passwords are unavailable to the system administrator. The system administrator has the ability to change a subscriber's password should the need arise (for example, the user has forgotten their password).		

	FEATURE	INCLUDED, OPTIONAL, NOT AVAILABLE OR FUTURE	COST
33	Passwords: The system administrator has the capability to define the number of characters for passwords and how often the system will require the password to be changed.		
34	Permanent message archive: The system must provide a method of permanently saving a message to an alternate media, such as a CD or audio tape, and/or have the capability to save a message as a .wav file.		
35	Personal greetings: Subscribers are allowed to record multiple, separate personal greetings such as; an alternate or extended absence greeting, a standard greeting, or an out-of-office greeting.		
36	Personal menus: Each subscriber can be given a unique menu, allowing the caller to be offered choices to transfer to another individual, play an announcement, transfer to the subscriber's cellular phone, and possibly send a fax or route to a menu.		
37	Private distribution list: A private distribution list must allow only its owner to send a message to the members of the list.		
38	Public distribution list: Public distribution list must be available to all subscribers whose class of service permits access.		
39	Scheduling capability: Allows the system to play different greeting depending on whether the call is received during regular business hours or during non-business hours.		
40	Scheduling—multiple schedules: The system has the ability to store multiple schedules that can be assigned to different subscribers and mailboxes.		
41	SMS message notification: Users can choose to receive message notification through a Short Message Service (SMS) enabled device, receiving notification that a voice or fax message has arrived (not functional for e-mail messages). The message notification includes the sender (if subscriber, Caller ID or ANI information is available), the date the message was received and the number of unread messages in the subscriber's mailbox.		
42	Speech recognition: The ability of a system to recognize spoken words. Speech recognition can be used to dictate text or to give commands to the system.		

	FEATURE	INCLUDED, OPTIONAL, NOT AVAILABLE OR FUTURE	COST
43	Subscriber templates: When subscribers are added to the system, default settings can be assigned by using templates.		
44	Time limit notification for caller: The system provides notification to the caller that they are reaching the maximum recording time for their message.		
45	Visitor (guest) mailboxes: These mailboxes can receive messages from any subscriber, but can send messages only to a single sponsor subscriber mailbox.		
46	Voice mail system configurable commands: Commands on the proposed system can be configured to match those used by the current PulsePoint system. Refer to Appendix N for a Quick Reference guide to the PulsePoint voice mail system.		
47	Web assistance: The system gives subscribers the ability to customize their personal settings via the internet.		
48	100+ message capacity mailboxes: Certain mailboxes, as configured by the system administrator, can have capability to receive and store over 100 messages.		

2.16 APPENDIX I: COMPANY PROFILE

INFORMATION REQUESTED	RESPONSE
1. Company's full name;	
2. Location of the Company's headquarters;	
3. Length of time the company has been in the computer hardware and software business;	
4. Company founders and whether they are still with the company;	
5. Whether the company is publicly or privately held;	
6. Description of your target market and reasons for this strategy;	
7. Location of company offices and service centers that would be pertinent to your proposal, including numbers and types of staff at these locations;	
8. Number of units, of the manufacturer's equipment bid, per month sold;	
9. Organization chart of your company.	
10. Indicate why the Proposer considers itself to be the "right" Proposer and what key strengths it will bring to King County;	
11. Provide proof of financial stability as evidenced by supplying a set of current audited financial statements including, but not limited to, Income Statement, Balance Sheet, Cash Flow Statement, Notes to the Financial Statements, and the Management Discussion & Analysis. (If the Proposer cannot provide an audited financial statement, it may provide a reasonable equivalent. However, if King County cannot extract from the information provided, a clear indication of the Proposer's financial stability, this may be prejudicial to the Proposer's Proposal.)	

2.17 APPENDIX J: COMPANY REFERENCES

A. Company References Worksheet

The Proposer must provide the names of the least three (3) current customers with whom they have entered into a similar agreement as is being requested in this RFP. The Proposer shall submit proof of success in undertaking Contracts on a scale similar to King

County, providing the number of voicemail system migration/replacement systems deployed over a four year period, equivalent number of locations and nature. Of the three client references at least two (2) must come from public sector clients, preferably with citizen populations over 1,000,000 in which the client has purchased hardware systems in the past two years.

Please provide a list of up to 10 but no less than five (5) additional public sector clients who have previously utilized the support services of your company similar to those contained in this RFP in the last 3 years. Respondents must provide a contact name and title, phone number, address, a brief description of the services provided, and a brief summary of cost, applications and hardware included.

The reference should be for sites of similar complexity and diversity as King County.

SERVICES

#	Company Name And Address	Phone Number	Contact Name and Title	Description of Contract	Start and End date of contract	Value of Contract
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						

#	Company Name And Address	Phone Number	Contact Name and Title	Description of Contract	Start and End date of contract	Value of Contract
10.						

2.18 APPENDIX K: PREVENTATIVE MAINTENANCE LOG

Date: _____

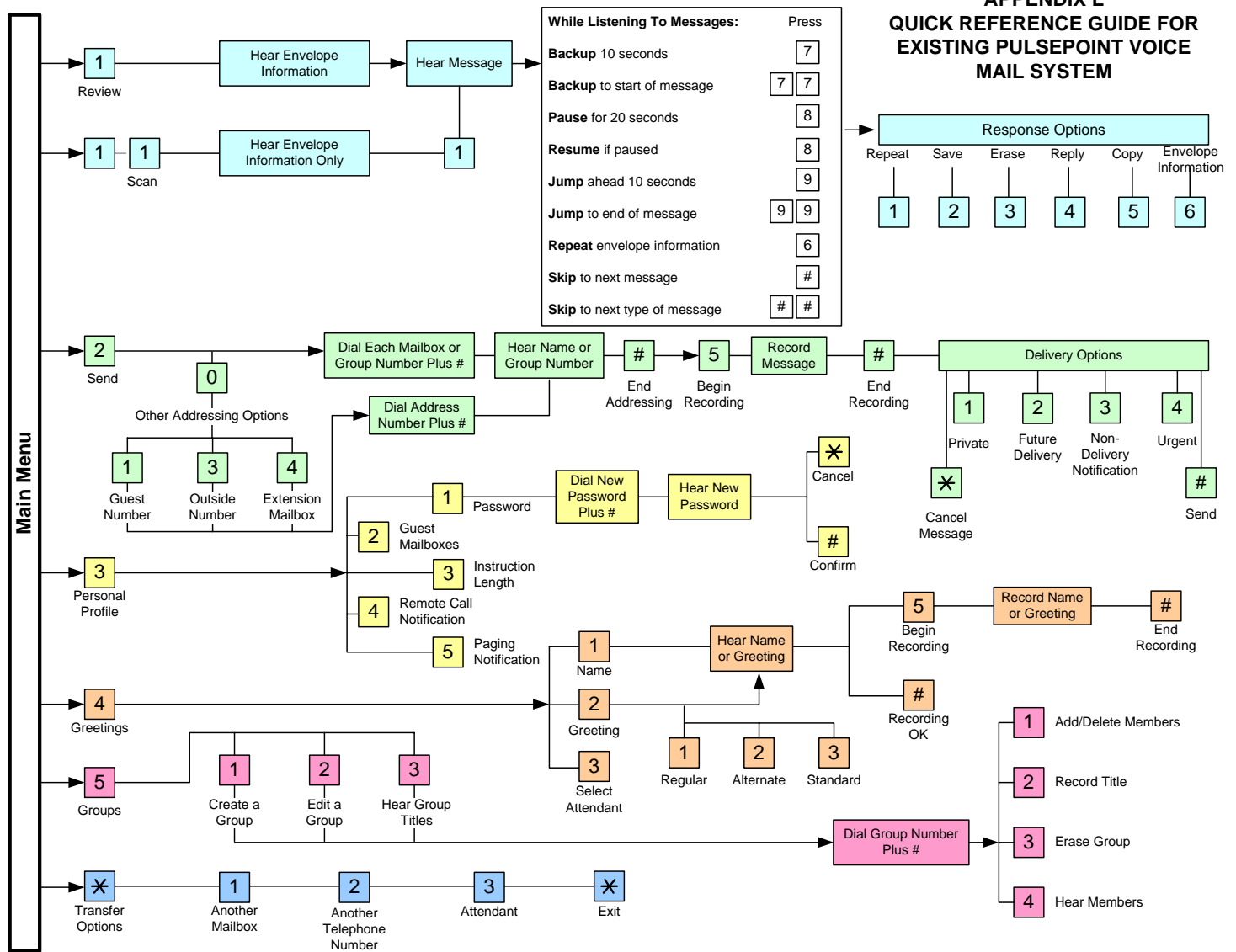
Customer: _____

Location: _____

ITEM	STATUS	NOTES
Test Trunks		
Check status of system monitors		
Check status of ports and cards		
Review System History file		
Run system diagnostics as required		
Check time and date		
Check maintenance printer		
Test tape and disk drive		
Backup system tape/disks. One copy to be kept on-site, one copy to be kept in county's telecom storage area.		
Check system input voltages as required		
Check and clean filters as required		
Inspect system connections		
Coordinate testing of UPS/battery backup		
Check power connections from UPS/battery backup		
Check and clear alarms		
Review current manufacturer software and hardware updates and releases		
Maintain equipment area in a clean and orderly condition		
E-mail a copy of Preventative Maintenance Log to ITSCOMM@Metrokc.gov		

Remarks: _____

2.19 APPENDIX L: QUICK REFERENCE GUIDE



2.20 APPENDIX M: DEFINITION OF TERMS

Access Terminal: Maintenance Access Terminal (MAT). The PC or laptop hosting the voice mail system client. The terminal accesses the voice mail system for routine maintenance, configuration changes or to monitor and assess alarms.

ADA: The Americans with Disabilities Act of 1990 is a document containing scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities.

As-Built: Complete listing of detailed technical documentation and drawings used to configure the system.

Automated Attendant: An automated attendant system allows the caller to be automatically be transferred to a user's extension without the intervention of a receptionist. A receptionist can be reached by pressing 0 on most systems. There is a dial-by-name directory like 411 to find user on a system. The dial-by-name directory is usually set up last name followed by first name. Once the user ID is announced you can press # or it will automatically ring the extension. Express messaging is used when you don't want to disturb the user or are calling a guest mailbox without a phone.

A phone can be set to "Do Not Disturb" to forward all calls directly to voicemail without ringing the extension. On some systems there is message-only information so that a company can give directions to their office, job offerings etc. These mailboxes are forwarded to the receptionist after each message plays or the user can return to the main menu. Automated attendants, AA, have many different uses, such as some colleges have telephone registration where the user uses the key pad or voice response to register for courses, check for grades, etc. Other features of automated attendant systems include transferring to another outside line, connecting two companies via wide area networking, incorporating Outlook Express to have Unified Messaging.

Centrex: A virtual private branch exchange created within the carrier's voice switch. Centrex has a rich feature set including private dialing plans.

Circuit: A physical connection between two devices, such as a telephone and the PBX or switch providing a dial tone.

Continuity-Of-Service: The degree or state of being continuous in the conduct of functions necessary to provide unbroken voice mail support for the county's users except for those periods, agreed upon by the county and the contractor when the contractor moves the county from the existing system to the new voice mail platform.

CPE Technician: Customer Premises Equipment Technician. A vendor's technical employee who supports customer owned telephone and voice mail system equipment located at the customer's site or facility.

Cutover: The physical changing of lines from one system to another for a new installation.

DOA: (Dead On Arrival) - refers to equipment that fails to operate when first installed.

DMS-100: The **DMS-100 Switch** is one of a line of **Digital Multiplex System** (DMS) telephony switches manufactured by **Nortel Networks** that supports Centrex service. The purpose of the DMS-100 Switch is to provide local telephone service and connections to the public telephone network. It is designed to deliver services over subscribers' lines and **trunks**. It provides **Plain Old Telephone Service** (POTS), mobility management for cellular phone systems, sophisticated business services such as Automatic Call Distribution (ACD), **Integrated Services Digital Network** (ISDN), and Meridian Digital Centrex (MDC). It is used in Canada and North America.

DRU: **Digital Remote Unit.** A remotely located unit of an NEC PBX, connected to the main PBX via a T1 circuit.

End User: The end user is the individual who uses the product after it has been fully developed and marketed.

FOB: An acronym for “free on board” when used in a sales contract. The seller agrees to deliver merchandise, free of all transportation expense, to the place specified by the contract. Once delivery is complete, the title to all the goods and the risk of damage become the buyer’s.

IMG: Inter-systems Messaging Gateway

IMX: Integrated Multimedia Exchange.

I-Net: A fiber-optic video, telephone, and data network that will link about 300 schools, libraries, and other public buildings from Algona to Woodinville, and from Vashon to North Bend. It will enable schools to share advanced classes and teacher training; make computerized library resources available at all branches and at all schools on the network; and save public money by enabling court arraignments to occur over video.

Integration or Full Integration: The voice mail system must be inclusive of the following to be considered fully integrated with the county’s equipment:

- Set and release message waiting indication
- Plays appropriate personal greeting to calling party
- Is able to link the subscriber’s office telephone with the subscriber’s voice mail box. For example, if a subscriber checks voice mail from their desk telephone, the system recognizes the caller and prompts for the password, not the voice mail box number.

Internetwork or internet: A collection of networks interconnected by routers and other devices that functions (generally) as a single network. Sometimes called an internet, which is not to be confused with the Internet.

IP: Internet Protocol. IP specifies the format of packets, also called datagram’s, and the addressing scheme. Most networks combine IP with a higher-level protocol called Transmission Control Protocol (TCP), which establishes a virtual connection between a destination and a source.

IP Telephony: A telephone system that converts packaged voice into data streams. The voice packets are then delivered to the telephone via an Ethernet circuit. The telephone is a data device with a native Ethernet connection similar to a computer optimized to operate as a telephone.

IVR: Interactive Voice Response. IVR is a computerized system that allows a person, typically a telephone caller, to select an option from a voice menu and otherwise interface with a computer system. Generally the system plays pre-recorded voice prompts. The prompts lead the user to press a number on a telephone keypad to select an option.

IVS: Integrated Voice Solutions

Key System: A telephone system owned by the customer, residing on their premise with features similar to a PBX. Outside or intercom lines are selected by the user by pressing a line key rather than dialing an access number such as ‘9’. Key systems are typically smaller than a PBX, serving less than 120 users.

NEAX: Nippon Electric Automated Exchange

NEC: The manufacturer of the NEAX and IMX PBXs owned by the county.

Network: A collection of computers, printers, routers, switches and other devices that can communicate with each other over a transmission medium.

PBX: Private Branch Exchange. PBX is a private [telephone network](#) used within an [enterprise](#). Users of the PBX share a certain number of *outside lines* for making telephone calls external to the PBX. Most medium-sized and larger [companies](#) use a PBX because it’s much less expensive than connecting an external telephone line to every telephone in the [organization](#). In addition, it’s easier to call someone within a PBX because the number you need to dial is typically just 3 or 4 digits. A new variation on the PBX theme is the [Centrex](#), which is a PBX with all switching occurring at a local telephone [office](#) instead of at the company’s premises.

Proof-Of-Integration: This will show voice mail system integration with the county’s NEC and Centrex service at no cost to the county. See also “Integration”

SMDI: Simplified Message Desk Interface. The SMDI is the data link from the central office for Centrex that gives stutter dial tone message waiting notification or a message waiting light. The SMDI link contains information and instructions from the central office to the on-premises voice mailbox, including digit information that allows the voice mail system to connect and send a message to the correct voice mail user.

Statement of Work: A document describing what the project will deliver and outlines generally and at a high level all work required to complete the project.

T1: A 1.544 Mbps point-to-point dedicated, digital circuit provided by the telephone companies. The monthly cost is typically based on distance. T1 lines are widely used for private networks as well as interconnections between an organization's PBX or LAN and the telephone company. In the early 1960s, T1 was deployed in intercity trunks by AT&T to improve signal quality and make more efficient use of the network.

A T1 line uses two wire pairs (one for transmit, one for receive) and time division multiplexing (TDM) to interleave 24 64-Kbps voice or data channels. The standard T1 frame is 193 bits long, which holds 24 8-bit voice samples and one synchronization bit with 8,000 frames transmitted per second. T1 is not restricted to digital voice or to 64 Kbps data streams. Channels may be combined and the total 1.544 Mbps capacity can be broken up as required.

TCO: (Total Cost of Ownership) – Includes the purchase price, installation, maintenance, operation and eventual disposal of the system.

The System: A network of related computer software, hardware and data transmission devices.

Trunk: A communications link connecting two switches such as, a central office switch and a PBX or two PBXs together. Each trunk carries a single conversation.

Trunk ID: A string of numbers or alphanumeric characters used in conjunction to identify a trunk.

TTY: (Tele-Typewriter). Text Telephone (TTY). Machinery or equipment that employs interactive text based communications through the transmission of coded signals across the standard telephone network. Text telephones can include devices known as TDDs (telecommunication display devices or telecommunication devices for deaf persons) or computers with special modems.

Unified Messaging: Having access to e-mail, voice mail and faxes via a common interface on the computer or by telephone. Computer-based unified messaging typically sends digitized voice mail messages and faxes to a mail server that distributes them as e-mail attachments to the user. Audio-based systems convert e-mail messages to speech (text-to-speech) to deliver messages to any remote user at a desk phone or cell phone.

UPS: Uninterruptible Power Source. UPS is a device that provides battery backup when the electrical power fails or drops to an unacceptable voltage level. Small UPS systems provide power for a few minutes; enough to power down the computer in an orderly manner, while larger systems have enough battery for several hours. In mission critical datacenters, UPS systems are used for just a few minutes until electrical generators take over.

UPS systems can be set up to alert file servers to shut down in an orderly manner when an outage has occurred, and the batteries are running out.

User: An individual who uses an application.

Voice Mail: Refers to systems that support audio messaging. Users can leave spoken messages for one another and listen to the messages by executing the appropriate command in the voice mail system.

Voice Mail System: The hardware and software required to provide voice mail functionality. See "Voice Mail" for additional information.

VPN: Virtual Private Network

WLBS: Microsoft **W**indows **L**oad **B**alancing **S**ervice. WLBS is a feature of Windows NT Server 4.0, Enterprise Edition, provides enterprise-wide TCP/IP services, such as Web, proxy, Virtual Private Networking (VPN), and streaming media services. WLBS links clients with transaction applications and back-end databases.

WLBS servers (also called nodes) in a cluster communicate among themselves and provide the following features:

- High Availability - WLBS cluster servers emit a "heartbeat" to other nodes in the cluster, and listen for the heartbeat of other nodes. If a server in a cluster fails, the remaining nodes adjust and take over the workload.
- Load balancing - WLBS servers use a distributed algorithm to statistically map workload between the nodes of the cluster. When a WLBS cluster is started, or when a cluster node fails, and remaining nodes react to the absence of its heartbeat, the cluster nodes perform a process called "convergence" in which they communicate to determine the status of the cluster and determine which nodes are available for load balancing.
- Scalability - WLBS scales to meet the demands of the service. As traffic increases, just add another server into the cluster with up to 32 servers possible in any one cluster.

2.21 APPENDIX N: SUBMISSION PACKET CHECK LIST

SUBMISSION PACKET CHECKLIST		
✓	The checklist below is provided to help contractors with compilation of documents requested in this RFP.	
Check	INCLUDED IN PACKET	Sign Off as Complete
	RFP Cover Page	
	Part B, Contract with Notice of Exception(s), or Letter of Acceptance, (Refer to RFP Part A, Subsection 1.13).	
	Executive Summary (Two pages Max.)	
	Address each item in Part C, Section 1, not otherwise included in the appendices, using the Response Format in Section 1.27-C.	
	Price Sheets-Appendix F	
	F1-Equipment and Installation Summary Price Sheet	
	F2- Equipment and Installation Detail Price Sheet	
	F3-Maintenance Price Sheet	
	F4-Alternate Equipment and Installation Proposal Summary Price Sheet	
	F5-Alternate Equipment and Installation Proposal Detail Price Sheet	
	F6-Alternate Maintenance Proposal Price Sheet	
	F7-Unified Messaging Price Sheet	
	F8-IP Telephony Integration Price Sheet	
	Requirements and Information - Appendix G Compliance Checklist and Question Responses	
	Desirable Features – Appendix H Feature and Cost Checklist	
	Company Profile - Appendix I Question Responses	

SUBMISSION PACKET CHECKLIST		
✓	The checklist below is provided to help contractors with compilation of documents requested in this RFP.	
Check	INCLUDED IN PACKET	Sign Off as Complete
	Company References Worksheet - Appendix J (Refer to RFP Section 1.26 B)	
	Alternate Proposal, Including Attachment B (Refer to RFP Section 2.9 Appendix F-4)	
	Alternate Maintenance Proposal, Including Attachment C (Refer to RFP Section 2.11 Appendix F-6)	
	Submission Packet Checklist, Appendix N	